



## **Job Description for SeVA Volunteer Support Worker**

The Sexual Violence Alliance provides counselling and support services for men and women survivors of sexual violence past and present. Working in a confidential setting Seva's volunteer support workers listen non-judgementally to their clients and try to offer them a safe space to be able to talk about their experiences and express their feelings and anxieties. They provide emotional and practical support to clients and help them to identify and be informed about what other help and support they are able to access.

There are various opportunities for support workers to become involved in the work of SeVA, both through face to face work and by telephone. The key responsibilities are:

- To establish a relationship of trust and respect with clients.
- Agree a contract to determine what support we can offer
- To offer to go to appointments with a client for example , a doctors or hospital appointment, solicitors or a court hearing .
- To listen actively listen to client concerns and be able to signpost to the appropriate agencies.
- Maintain client confidentiality in keeping with Seva's policies.
- To help clients understand what choices are open to them and where to go to access these services
- To signpost clients to other sources of help as appropriate
- Liaise as necessary with other agencies and individuals to enable clients to deal with their own particular issues.
- To cover a regular slot on the helpline at least once a month
- To phone clients who are on the waiting list to keep them informed
- To telephone regular helpline callers at an agreed time each week outside of regular helpline hours.
- To liaise with the staff at Seva to provide a cohesive, high quality service
- To keep appropriate records and such quality assurance documents as SeVA requires
- To abide by the policies and procedures of Seva
- To be mindful of working as part of an organisation.
- To be punctual and thoughtful, and to be responsible for communicating with the organisation.
- Attending in house developmental training courses as appropriate.