

ROLE DESCRIPTION HELPLINE VOLUNTEERS

Whilst membership of MOSAC is open to all supporters of its Aims and Objectives- Volunteering at MOSAC is open to Female Volunteers only (**Sex Discrimination Act 1975 (Part 2 (2) (E))**)

BACKGROUND AND ROLE

Mosac provides free national helpline service to non-abusing parents and carers of sexually abused children since 1992. Helpline volunteers have been a major part of this service and we value their contribution.

Helpline volunteers aim to support non- abusing parents and carers of sexually abused children by providing a safe space to talk and share their feelings and needs; provide information and signposting to other relevant organisations/services; and refer the clients to Mosac's different services.

Helpline volunteers are those who have gone through a process of recruitment, completed Mosac's training, induction and trial period and have been accepted by Mosac as volunteers. Their work is monitored, supported and supervised by the Helpline Coordinator.

We are committed to incorporating equality and diversity principles in all aspects of our work.

ROLE OF THE HELPLINE VOLUNTEER:

- Be non-judgmental in approach.
- Have good listening and communication skills.
- Use own initiative to identify and access relevant information and resources.
- Maintain confidentiality in accordance with Mosac's Confidentiality Policy.
- Maintain records for monitoring, evaluation and tracking purposes.
- Participate in the evaluation of the service.
- Participate in regular supervision meetings.
- Participate in initial and ongoing training.
- Attend Mosac team training sessions, (up to four per year).
- Commitment to supporting parents /carers of sexually abused children.
- Ability to relate sensitively and appropriately to others.
- Willingness to work with the co-ordinator and other volunteers to carry out the aims and objectives of Mosac.
- Willingness to work and use their own initiative.
- The ability to ask for support when required.
- Willingness to attend regular supervision and training where appropriate.
- Commitment to regular reviews.

PERSON SPECIFICATION

ROLE DESCRIPTION: OUTREACH ADVOCACY VOLUNTEER		
The requirements as stated below relate solely to the duties and responsibilities laid out in the Job Role. Applicants should provide evidence of their ability to meet the following criteria. NB The Application Form should cover all criteria, any of which may be pursued at the interview.		
	<i>Factor</i>	<i>Essential/Desirable</i>
	KNOWLEDGE	
1	Awareness of general issues facing the client group	D
	SKILLS & ABILITIES	
2	Ability to use own initiative to identify and access relevant information and resources.	E
3	Ability to deal with sensitive and confidential information.	E
4	Good listening and communication skills.	E
5	Commitment to personal development	E
6	Commitment to supporting the needs of client group	E
7	Ability to sensitively and appropriately relate to the client group	E
8	Reliable, organized, consistent, dependable and have an ability to handle a level of stress	E
9	Ability to maintain appropriate boundaries	
10	A caring, sympathetic, sensitive manner and a non judgemental approach	E
	ATTITUDE/APPROACH	
11	Willingness to learn	E
12	Positive outlook and enthusiastic	E
13	Willingness to help and support clients through the helpline	E
14	Flexibility	E
15	Patience	E
17	Ability to maintain confidentiality and abide by all other Mosac policies and procedures	E

18	Willingness to positively work with the Helpline Coordinator to ensure quality service	E
	EXPERIENCE	
19	Experience working with a range of people from different backgrounds and working with vulnerable people.	D
	EQUAL OPPORTUNITIES	
20	Commitment to incorporating equality and diversity principles into all aspects of work.	E
	OTHER REQUIREMENTS	
21	Be willing to have enhanced CRB disclosure.	E
22	Ability to be a good team player demonstrating loyalty and commitment to the organization, the Helpline Coordinator and the team.	E
23	Be willing to keep accurate records, undertake record sheets, monitoring and evaluation and participate in the evaluation of the service.	E
24	Actively take part in regular support and supervision with the Helpline Coordinator and in line with service guidance.	E
25	Willing to give weekly few hours (e.g. 4 hours) at a time.	E
26	Be 25 years or above	E