

Volunteer Supportline operator: role description

Title:
Victim Supportline operator

Reporting to:
**Victim Supportline co-ordinators and
the Supportline Manager**

Overall purpose

Giving information and support over the telephone to anyone affected by crime.

Location

The Victim Supportline offices at the Elephant and Castle, London

Time commitment

We normally expect volunteers on the Victim Supportline to commit to at least one telephone shift a week. Each shift lasts four hours and hours worked are by arrangement with the Supportline team but can involve daytime, evening and weekend work.

Typical tasks include

- Taking calls to the Supportline from victims of crime and other people who have been affected by crime
- Keeping records of calls, in line with the Supportline's procedures
- Referring callers to local Victim Support offices, the Witness Service and other appropriate agencies.
- Helping to monitor the work of the Victim Supportline.

Skills and experience we are looking for:

No previous experience of this kind of work is necessary. But we do look for:

- good listening skills
- good written and spoken communication skills in English
- good telephone skills
- the ability to be impartial, non-judgemental and respect confidentiality
- the ability to empathise with others
- good time keeping and reliability
- commitment to equal opportunities and respect for diversity
- accuracy and attention to detail
- willingness to work as part of a team of staff and volunteers.

Step into volunteering



Training

Victim Support gives full training for our volunteers. Supportline operators are trained in our office procedures and systems, including the technology used to run the Supportline. We also give self-awareness and telephone skills training and other training depending on the support that individual volunteers need to do the work.

As well as training, we give our volunteers regular supervision in relation to their work and help with their personal development. Supportline volunteers are also invited to social events during the year.

Expenses

We will refund the expenses you incur from working as a volunteer operator on the Victim Supportline.

Please note that all our volunteers are subject to a Criminal Records Bureau (CRB) check as a safeguard for the victims and witnesses we help.