

**solace**

**North London Rape  
Crisis Helpline**

# **Application Pack for Volunteers**



**solace** rape crisis

# North London Rape Crisis Helpline

## About Us

North London Rape Crisis Centre is part of Solace Womens Aid. Our North London Rape Crisis team works with women and girls over the age of 13 who have experienced any form of sexual violence at any point in their lives.

We provide advocacy and support for those choosing to go through the criminal justice system, practical casework support to survivors who don't want to report, as well as therapeutic support like counselling and groups. We also provide support to the friends and families of survivors.



The NLRC Helpline provides information about survivors options and referrals into our support services. We also offer callers an hour's emotional support a week.

Our helpline is supported by our amazing volunteers. In the last three months, we supported 394 callers, but we still miss around 40% of calls we receive, due to not having sufficient cover.

## Can you help us to support even more survivors?



# North London Rape Crisis Helpline

## About the Role

As a Helpline Volunteer, you will receive 4 sessions of training and shadowing opportunities, preparing you to support survivors of sexual violence on our Helpline.

You will answer Helpline calls, which could be enquiries about our services, taking referrals, providing survivors with information to empower them to make informed decisions or survivors needing a space to talk about how they are feeling.

This role also involves responding to professional's enquiries, and emails to our inbox, contacting supervisors on our waiting lists to check in, as well as providing some administrative support to the Helpline.

We are open to offering a purely administrative voluntary role, please let us know if you are interested in this.

The Helpline runs from our Head Offices in Camden. There is also the opportunity to cover the line from home once experienced.



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## About You

You are passionate about feminist values and the rights of survivors, with a commitment to being non-judgemental and anti-discriminatory.

You have some knowledge of the impact of sexual violence on survivors, or want to learn.

You are empathetic.

You are self-reflective.

You already have experience providing listening support, or are ready to develop those skills.

You might have lived experience of sexual or domestic violence.

Please note, we will not accept a survivor into a volunteering role until they have been without their own support from services for a period of six months, as this may negatively disrupt their own recovery journey.

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## When we need you

Our Helpline Service runs five days a week. We need volunteers for the following shifts:

Monday (10am-2pm)  
Tuesday (10am-2pm)  
Wednesday (1-5pm)  
Thursday (1-5pm)



## Time Commitment

We ask volunteers to cover 3 × 4 hour shifts, and attend 1 session of clinical supervision (60 - 90 minutes) per month. We are currently only looking for volunteers who are available weekdays, as this is where we need cover.

Due to the training given, we ask that you commit at least one year to volunteering on the Helpline.

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## What support will I be given?

We provide our volunteers with all the training they need for the role, including the OCN accreditation: Professionals working in the Sexual Violence Sector.

You will be supported throughout your time as a volunteer by the Helpline Team manager as well as the Volunteering Team

The NLRC Team is a supportive environment to learn and grow in.

At Solace we are committed to creating a diverse and inclusive environment for our volunteers. The service users we support come from all backgrounds and we want to reflect that in our volunteers.

We are happy to consider any adjustments you might need to support you in your role. If you would like to discuss this further with the volunteer team, please contact us at [volunteering@solacewomensaid.org](mailto:volunteering@solacewomensaid.org). This will not affect your application.