



Service User Feedback and Outcomes Volunteer Information Pack

“Thank you for having me volunteer at Survivors’ Network. I have thoroughly enjoyed all aspects of it – the training, working with the team, and also, I have enjoyed volunteering with the women. I often come away from a drop-in shift feeling inspired and moved by some of the women’s stories and conversations at the drop-in. It is a truly wonderful charity.”

SN Volunteer

Please note that our Volunteer Services volunteer opportunities are open to self-identifying women and gender-diverse people only and that these volunteer roles are exempt from the Rehabilitation of Offenders Act 1974 and **subject to enhanced DBS checks**. (*Gender-diverse includes transwomen, trans men, people who identify outside of the man/ women binary including non-binary and gender queer people.*)

Volunteer Information Pack

Background to Survivors' Network as an Organisation

Survivors' Network was established in 1990 by women survivors of childhood sexual abuse to provide services that would support other women and girl survivors of childhood sexual abuse. In 2009 we became a Rape Crisis Centre. We now offer a range of specialist services to survivors of any gender who have experienced any form of sexual violence, at any point in their lives. We support survivors who live in Brighton and East Sussex. Survivors' Network adopts a feminist perspective that recognises that sexual violence is a crime of violence and abuse of power, and that it is the cause and consequence of gender inequality.

Survivors' Network Vision & Mission

Our Vision

Uniting to confront sexual violence, abuse and harassment so that no one has to face the impacts alone.

Our Mission

- Delivering accessible, survivor-centred services across Sussex
- Empowering our communities to stand up against sexual violence, abuse and harassment through education, training and campaigning
- Demonstrating and advocating for intersectional feminist leadership

We are dedicated to raising awareness of and eliminating sexual violence. We work to empower survivors to make choices and achieve the life they want.

Survivors' Network aims to:

- Provide relevant and accessible services, for those who have experienced sexual violence or abuse
- Offer a high-quality service with a strong emphasis on empowerment and self-help
- Raise the awareness of individuals, professionals and the wider community to issues around sexual violence and abuse

- Work within an equal opportunities framework

Survivors' Network Organisational Structure

The Charity is governed by the Board of Trustees, which is made up of representatives from the local community. They bring their expertise from a variety of sectors. Survivors' Network employs over 40 paid staff plus 12 therapists and around 25 volunteers.

Survivors' Network services

Our specialist services are:

- Confidential
- Free at the point of access
- Non-judgmental
- Survivor-led and focused

The Outcomes and Feedback Volunteer

You will work alongside our Service User Involvement Officer and will be responsible for contacting all clients when their case has closed. You will be asking them for feedback on the service they received from Survivors' Network as well as asking questions on how the service might have impacted their lives. You will then be responsible for putting the outcome data onto our case management system and supporting to collate the feedback data.

Through this role you will develop an in-depth knowledge of issues surrounding sexual violence and how to appropriately support survivors. You will also develop listening and communication skills. It will equip you with a solid understanding of our services and case management system.

Recruitment process for volunteers:

Anyone wishing to apply to be a volunteer for SN must first complete and return an application form. They may then be invited to an interview with the Co-Production and Service User Involvement Officer, along with another member of staff. If successful at interview, candidates will be invited to have an induction to the role with probationary conditions.

The volunteer must provide two references and have an enhanced DBS check (SN will do this).

Volunteer hours:

We ask that the Service User Feedback and Outcomes Volunteer makes themselves available to do a minimum of 4 hours per week. These hours can be flexible. All volunteers have a probation review meeting after 6-month and then annual appraisals.

Volunteers are invited to join us for further training throughout the year and for social events.

Please be aware our Brighton office is not wheelchair accessible.

Volunteer Role Description:

- Contact service users who have come to the end of their time with Survivors' Network services via phone and email to ask them a series of questions about their experience in working with us, and any impact this work has had on their life and healing journey
- Identify opportunities for collecting longer-form experiential feedback from former servicers where appropriate, working together with the Service User Involvement Officer
- Provide an empathic and boundaried space for clients, signposting and referring on as needed
- Work sensitively with survivors in a trauma-informed way
- Work in a careful, systematic way to input into the case management system and update records
- Adhere to our policies, including our safeguarding and confidentiality policies
- Be committed to intersectional feminist leadership
- Create a safe, containing space for service users
- Provide support using SN's empowerment model
- Raise any issues with the relevant colleague or coordinator in a timely manner and in accordance with SN policies
- Maintain confidentiality and professional boundaries
- Attend service meetings, clinical supervision, reviews, appraisals, and additional training giving maximum notice to your supervisor or service co-ordinator if you cannot attend.
- Perform other duties which may from time to time require the input of the volunteer

Person Specification

- A commitment to [the Survivors' Network vision and values](#)
- An ability to maintain boundaries and confidentiality, and invest time to familiarise yourself and adhere to the organisation's policies and procedures
- Proven reliability and ability to manage own time
- Good listening and communication skills
- High levels of empathy
- A commitment to trans-inclusivity
- Understanding of, and commitment to self-care
- Ability to be an effective team member
- Understanding of the needs of survivors of rape/sexual abuse
- Be able to respond sensitively and non-judgmentally to the practical and emotional content of working with survivors
- Ability to work under pressure and in crisis
- Confidence in using email and filling out online forms
- To have not been a user of the Survivors' Network services for two years
- Be over 21 years old

- Identify as a woman

Knowledge and experience of working with client group is desirable, but not essential, as full training will be given.

Support

You will receive regular support, advice, and guidance, from your relevant coordinator / supervisor as well as on-going training opportunities.

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and other post holders to share this commitment. For more details about your rights and responsibilities, please read our Volunteer Policy on our website.