**Helpline Shift Supervisor**

**We have an exciting opportunity to join the thriving and dynamic SARSAS team as our Helpline Shift Supervisor.**

**About the role**

We have an exciting opportunity to join the thriving and dynamic SARSAS team as a Helpline Services Shift Supervisor.

In this role you will attend and supervise helpline services to ensure that SARSAS volunteers are supported and resourced to provide emotional support, reflective listening and signposting to survivors of sexual violence and abuse through our Helpline Services which include telephone, E:Support (email) and Live Chat Services.

**About you**

You will be passionate about supporting people who have experienced sexual violence, and you will have experience/knowledge of providing trauma informed support. You will be able to provide empathic and boundaries support to both volunteers and clients. You will value the incredible work of our volunteers and recognise the importance of creating a supportive and rewarding environment. You will be able to work calmly under pressure ensuring all our Helpline Services are run safely and efficiently.

**About SARSAS**

SARSAS exists to relieve the trauma and distress and help rebuild the lives of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives.

SARSAS also campaigns and raises awareness about rape and sexual violence to change the narrative about sexual violence and to enable survivors’ voices to be heard. Partnership work with a range of agencies locally and nationally is a priority to enable social change.

SARSAS works to feminist principles: this underpins both what our service is and how it is run. Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of their effects at the forefront of our approach to support.

This video developed as part of the 2021 [GSK Impact Awards](https://www.youtube.com/watch?v=-kkiJFplIa4&t=4s) will give you a taster of the work we do.

**Equality, diversity, and inclusion**

At SARSAS we strive to create a workplace that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves to work. We want to build an inclusive culture that encourages, supports, and celebrates diverse voices. We actively encourage applicants with protected characteristics to apply.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias. Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process.

We will be holding a Facebook Live on Tuesday 2nd July 2024 at 17:00 where you can meet some of the SARSAS team, find out more about the role and ask any questions that you might have. [Head to our Facebook page](https://www.facebook.com/SARSAS.helpline/) to join.

**Contract information**

**Salary:** £26,743 FTE (Pro rata, per annum)

**Hours:** 15 hours per week – Mondays 9am-5pm (in the Bristol office), Wednesday 5pm-8:30pm & Thursdays 11am-3pm

**Based:** Bristol (hybrid working)

**Contract:** Employed, part-time and permanent

Applicants will undergo a basic criminal record check before employment starts.

**How to apply**

Closing date for applications isMidnight on Sunday 14th July 2024.

Interviews will be held on Monday 22nd and Tuesday 23rd July 2024. Please ensure you are available for an interview on these dates.

Interviews will be held in person in our Bristol office but please indicate in your application if this is not possible so we can consider an alternative.

For more information and to download an application pack, go to our website: <https://www.sarsas.org.uk/get-involved/recruitment/>.

If you have any questions, please contact [recruitment@sarsas.org.uk](mailto:recruitment@sarsas.org.uk) or ring our Bristol office on 0117 929 9556 and speak to Laura Fitzgerald, HR Officer.