

## Community Action Project

Helpline Volunteers and  
Volunteer Moderators

## Community Action Partner

National Stalking Helpline



**Aim:** The National Stalking Helpline provides guidance and information to anybody who is currently or has previously been affected by harassment or stalking.

**Role:** The Helpline volunteer's primary role would be to operate the telephone helpline and answer e-mails providing practical advice and support to victims of harassment. The National Stalking Helpline provides information on topics such as criminal and civil law, personal safety advice and tips on how to collect evidence. Volunteer Moderators will ensure the safety of our online community and respond to any questions or concerns raised by service users. Moderators will be required to attend the main office for training and supervision purposes but will be able to complete many of their duties from home.

**Training:** Initial training consists of once weekly two to three hour sessions lasting for one month. The training will cover communication skills, Helpline policies and procedures, confidentiality, support structures and a Health and safety induction. They would also provide information about current criminal and civil UK legislation that deals with harassment. After the initial training is complete and volunteers begin taking calls they will be debriefed after every duty. There will also be a formal supervision every 4 - 6 weeks during which the volunteer will discuss with their supervisor topics such as how supported they feel, how they feel about the tasks they are asked to carry out and how they would like to develop.

**Location:** Location given upon request due to nature of the project.

**Times:** The Helpline is open Monday to Friday 09:30 - 16:00 except Wednesdays when we are open 13:00 - 16:00. Helpline volunteers need to be available during these hours. Volunteer moderators should be available to complete tasks outside of these hours, including occasional weekend hours.

**DBS:** A DBS check is required via the Community Action Office

**Other:** Volunteering will enhance communication and listening skills. Volunteers will learn how to deal with emotional situations calmly and develop problem solving skills.

**Application:** All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>

