

Survivor Support Hub

Client Support Volunteer

Role Description

We walk alongside them as they deal with what they have experienced and look towards the future with hope.

The opportunity to support survivors is an honour and one that is both rewarding to the survivor as well as the befriender.

Table of Contents

| | |
|-------------------------------------|---|
| About ASIOX _____ | 2 |
| Our Vision _____ | 2 |
| Our Mission _____ | 2 |
| Our Values _____ | 3 |
| The Survivor Support Hub _____ | 3 |
| The role of volunteers _____ | 4 |
| Challenges of Volunteering _____ | 5 |
| What we can do for you _____ | 5 |
| Role Responsibilities _____ | 5 |
| The right person for the role _____ | 6 |
| Skills and Qualities Required _____ | 6 |
| Other Requirements _____ | 7 |
| Express Interest _____ | 7 |

About ASIOX

ASIOX is a small charity based in Oxfordshire. We provide practical and emotional support to survivors of modern slavery and those at risk of exploitation.

Our Vision

A world free of people being exploited as commodities for personal or commercial gain.

Our Mission

To raise awareness and equip individuals in identifying exploitation and to foster the restoration process of survivors.

Our Values

Respect. We commit to accepting all people for who they are and to treating them with dignity and respect, creating a welcoming environment where they can feel valued and thrive.

Excellence. We strive to do everything to the best of our understanding, skills and abilities, working professionally and with integrity, both within the team and with those we collaborate with and support externally.

Collaboration. We believe in the power of relationships and that our potential is maximised when we work well together. We foster a spirit of collaboration, inclusivity, recognition and affirmation.

Authenticity. We strive to create an environment where team members and clients feel comfortable showing their true selves. We share the understanding that it is ok not to be ok at times.

Humility. We recognise that we each have limited capacity and skills and that we need each other; we commit to fostering a learning culture where admitting we are wrong will be welcomed with compassion.

Hope. We choose to hold great hope for a brighter future for survivors and we will play our part in helping them work towards that future.

The Survivor Support Hub

The Survivor Support Hub (SSH) works to fill gaps in the provision of support offered to individuals who have been exploited, or who are at risk of exploitation through modern slavery.

We provide person centred support, which is flexible to the needs of the individual. Clients are supported for between 3 and 12 months.

The Survivor Support Hub has 3 support streams.

- a. **Emotional and Social Support:** this is provided by volunteers.
- b. **Practical Support:** this is provided by volunteers.
- c. **Advocacy Support:** advocacy support is provided by trained specialist staff.

This support aims to bring hope and minimise vulnerability. Our aim is to empower clients to make their own well-informed decisions and to rebuild their lives. You can help us do this!

The role of volunteers

As a volunteer you will be supervised by and report to the Service Delivery Manager. You will work providing support to client through messages, phone calls and in person. In person meetings are held out in the community (such as at coffee shops) across Oxfordshire.

There are 2 kinds of support you may be asked to provide to our clients.

- a. **Emotional and Social Support:** The aim is for us to fill an emotional need and ensure the client has someone to talk to, while also supporting them to develop a community that can meet this need in the future.
You will be asked to provide emotional support, friendship, and help clients to develop other social connections and develop community. This may look like meeting for coffee, a phone call, helping the client join the local library or find a mums group near them.

- d. **Practical Support:** Sometimes our clients need support with one off or regular practical tasks. As a volunteer you will provide support with things like attending appointments, completing forms or applying for work. You will only be expected to help the client with things you already know how to do.
If the client asked you for help with something you don't feel able to do you would pass this need to ASIOX staff.

Clients you work with may need only one or both types of support.

No matter how you are supporting the client, you can engage with them in many different ways- in person, through messaging services, over the phone, and through video calls.

Support frequency and method will be decided between you and the client you are paired with. We would expect you to have contact with clients you work with at least once every 2 weeks.

Where possible you will be paired with clients based on your preferences around where they live, their preferred contact method and frequency, as well as gender and interests.

Challenges of Volunteering

All clients with ASIOX are vulnerable adults. They come from varied and diverse backgrounds. Some will be from the UK, others from overseas. Some have children and families; others are on their own. Some clients are relatively low needs, others have very complex needs and risks, including mental health struggles due to the trauma of their experiences.

When you begin working with a new client you will have a meeting with staff to discuss their needs and how you can support them, along with understanding of any specific vulnerabilities.

Working with some clients is challenging due to their vulnerabilities or circumstances. This role can be emotionally taxing, but ASIOX staff are always here to support you and will help you to prioritise your own wellbeing when volunteering.

What we can do for you

As a volunteer you will;

- be provided **full induction** into the role including training on modern slavery and safeguarding
- be paired with a **volunteer supervisor** who is responsible for your wellbeing and development as a volunteer and can provide practical and emotional support as needed.
- have regular **supervisions** with your volunteer supervisor (minimum event 12 weeks).
- be offered the opportunity to attend **additional training**.
- be reimbursed for all reasonable out of pocket **expenses**.
- be encouraged and supported to set and meet **your own goals** for your time as a volunteer.

Role Responsibilities

The tasks that a volunteer will do with a client will vary depending on the specific needs of the clients they work with. However, below are some things that all volunteers are required to do as part of their volunteering.

- **Training:** all volunteers are required to attend and engage with induction training and then report ongoing on further training that they require or would benefit from.
- **Build relationship:** All volunteers will be expected to develop and work towards trusting and supportive relationships with the clients they support.
- **Maintain Boundaries:** All volunteers are required to develop this relationship within the limits of professional boundaries. Volunteers are responsible for maintaining professional boundaries as per ASIOX procedures and reporting any concerns related to this.

- **Records:** Volunteers are responsible for keeping accurate records (LOGs) of all meaningful interactions with clients. Volunteers are also asked to provide information monthly on the number of hours they have volunteered.
- **Supervisions:** Volunteers will meet with their volunteer supervisor regularly to discuss the role, their needs and wellbeing and any issues. Volunteers are required to make time for and fully engage in these supervisions.
- **Report concerns:** Volunteers are not responsible for ensuring the wellbeing of clients, but they are responsible for reporting anything concerning that they observe to staff.
- **Policy and Procedure:** Volunteers are expected to complete all their work in line with the Vision, Mission, policies and procedures of ASIOX.

The right person for the role

At ASIOX we are keen to develop a diverse pool of volunteers from many different backgrounds and with different experiences. Therefore, there are not any experience or knowledge-based requirements for this role.

However, we have provided some information below on;

- a) skills and qualities that are required for the role
- b) other requirements

Skills and Qualities Required

Below is a list of skills and qualities that we feel are required to be a good client support volunteer.

- **Values and Vision:** We are looking for volunteers who agree with and are keen to work with us towards the accomplishment of our Mission and Vision in line with our Values.
- **Communication Skills:** the ability to develop relationships with all kinds of people, to communicate clearly, even with those for whom English may not be their first language. We are also looking for good listeners to engage with the needs and concerns of others.
- **Compassionate and empathetic:** Our volunteers will be supporting individuals that have endured very difficult situations and so need the ability to show concern and care for others as well as empathise and meet people where they are in their emotional needs.
- **Boundaried:** Our clients have often been through terrible things and need a lot of support. They can become reliant on supporters or put too much on others. It is

essential that volunteers maintain appropriate boundaries with clients, so they do not get overly attached or reliant on volunteers. This can sometimes mean saying no or asking staff to help a client with something instead. This can be hard - but volunteers must have the skills to maintain these boundaries.

- **Reliable and consistent:** Clients may not always be reliable due to the sometimes-unpredictable nature of their lives. However, clients have also had their trust broken many times and so building trust can be hard. To facilitate this, volunteers need to be reliable and able to meet the commitment they make.
- **Flexible:** There may be times when clients must change plans last minute, volunteers should be able to adapt when this happens and not hold it against the client.
- **Non-judgemental and culturally sensitive:** Clients come to ASIOX from many backgrounds, cultures and experiences. They may behave in ways that you do not understand, or you don't agree with, but volunteers are to treat all clients with kindness, respect and without judgement always. This may include a willingness to learn about other's choices and cultures to gain a better understanding of things that you do not know.

Other Requirements

- **DBS:** All volunteers will need to complete an Enhanced DBS check.
- **Commitment:** Able to commit to a minimum of 1 hour/ week of volunteering for at least 6 months.
- **Age:** Due to the vulnerable nature of our clients and the challenges that can come with this, all volunteers **must be over the age of 18.**

Express Interest

If you are interested in becoming an ASIOX Survivor Support Volunteer, please send an email to office@asiox.org and we will be in touch to organise an initial chat, where we can answer any questions you have about the role, and discuss next steps.

