



Survivor Call Team

Role Description

Role	Survivor Call Team
Responsible to	Survivor Support Lead/ Team Leader
Time Commitment	Approx. 1-3 hours a week (flexible)
Role purpose	This team exists to create a safe and warm space for Restored Survivors Network members. It is not a helpline Calls are to meet women and assess whether they are able to join the following: - Moments of Light (our weekly reflection time) - The Community Forum - A Peer Support or Recovery Group Or it may be just welcoming someone into the Network and lending a listening ear. The main aim of this role is to enable women to feel seen and heard and access the support and information they need.

Main Tasks

Your tasks will include:

- Administering the call booking system
- Hosting video calls with Survivors and assessing if it's appropriate for them to join a given group.

General Expectation

All volunteers at Restored are expected to:

- Work at all times with the best interest of Restored in mind.
- Maintain strict confidentiality at all times
- Be an active part of the Restored team: prayer and maintaining good relationships are essential.
- Ensure that any actions or comments made on behalf of or representing Restored will not cause the organisation's name to be sullied or assist in bringing it into disrepute.
- Ensure that the work undertaken within Restored complies with its policies and procedures.

Restored's Vision and Mission

We have a vision of:

A world where women live free from the fear of violence.

We have a mission to:

To **speak up** about the realities of violence against women and girls, and to **equip the Church** to stand against domestic abuse and **support survivors**.

The Restored Survivors Network

The Restored Survivor Network was founded in 2015 and began with six women sharing their experience and receiving regular information about domestic abuse, recovery and biblical reflections. As the network grew, it became apparent that women had recurring questions about their experience, how to recover and their faith. These questions formed the outline of the Survivors Handbook, which provides expert advice for survivors and those who are supporting them.

Today, the Survivors Network has nearly 1000 women engaging at different levels and offers the following services:

- Fortnightly emails and host an archive of articles and blogs for survivors to access as they need.
- Recovery Courses
- Peer support network via the Eve app
- Annual retreat
- Moments of light - a weekly reflection online

The Survivors Network is led by a member of the Restored Staff but is only possible thanks to the overwhelming generosity of volunteers.

Restored's Values

We follow where Jesus leads -

seeking justice, walking humbly and showing compassion

We have courageous hope -

believing every story can change

We nurture safe community -

bringing people together to learn, grow and share stories.

We challenge and change culture -

working relentlessly to see equality.

Team lead

In order to keep a clear line of communication and support you will have a **team lead** who will be your first point of contact and will meet regularly with you to review your work.

Your team lead: Survivor Response Team Leader

Supervision

Working with survivors can come at a personal cost. Restored wants to ensure the well-being of its team and will provide bi-monthly group supervision.

Personal experience of domestic abuse motivates many people to volunteer to support other women who are experiencing it, and we recognise the redemptive nature of this. However, it is very important to have reached a level of recovery before it is wise to expose yourself to other stories and potential triggers.

This role is a support role and requires a level of professionalism that allows you to separate your own experience from the work you are doing and the people you are communicating with.

Expenses

Restored will cover any necessary expenses, but these need to be discussed with and approved by your team lead in advance. For accounting purposes, it is important to keep receipts for reimbursement purposes. Expenses should be submitted by the end of the month they were accrued in and are usually paid on the 14th of the following month.

Training

Restored will provide induction for the role and in-house training. Further training may be provided as part of the development of the role, subject to funding availability.

Hours

This role is flexible to fit around you. Days, evenings or weekends as fits your schedule.

Person Specification

Essential qualities:

- Christian Faith
- An understanding of domestic abuse (training will be provided)
- Good communication skills
- Confident speaking on the phone and on video calls
- Good boundaries
- An ability and willingness to follow guidelines and work within a framework
- IT capable - (training will be given)

Desirable qualities:

- Previous experience in the DA sector
- Previous experience working in pastoral care or support