Holistic Therapies Programme Volunteer - Role Description

About the Programme

Dublin Rape Crisis Centre is there to support anyone affected by sexual violence, every step of the way. Our mission is to prevent the harm and heal the trauma of rape and other forms of sexual violence. The Holistic Therapies Programme (HTP) is the new three-year programme designed to support victim/survivors through creative and well-being spaces such as music therapy and yoga. The aim of the programme is to support wellbeing, creativity, movement, confidence and connection of our service users.

The sessions take place in friendly, welcoming and inclusive spaces where participants can engage at their own pace. The programme aims to provide a safe, non-judgemental and encouraging environment.

About the Role

As a Holistic Therapies Programme Volunteer, you will play an important role in help creating a positive and supportive experience for participants. Working alongside facilitators and staff, you will help sessions run smoothly, ensure participants feel welcomed and supported and assist with the administrative aspects of programme delivery.

Main Responsibilities

- A DRCC volunteer will be empathetic, have an ability to take direction and possess enthusiasm and passion for supporting survivors of sexual trauma.
- Assist facilitators with administrative and practical support throughout the programme sessions, including:
    - Foster a respectful, supportive and non-judgemental environment for all participants.
    - Setting up rooms, resources and materials before and after sessions.
    - Welcome participants attending programme sessions.
    - Assist with session registration, attendance recording and participation sign-in processes where required.
    - Report any issues or concerns to the Programme Coordinator.
- Upload attendance records, notes and programme-related documents onto designated organisational systems.
- Maintain confidentiality and compliance with organisational policies.

General Duties

- Represent the organisation in a professional and respectful manner.
- Attend mandatory training and volunteer meetings.
- Follow all safeguarding, health and safety, confidentiality and data protection procedures.

- Occasionally support awareness-raising, promotional activities or community engagement activities related to the programme.

Person Description – Qualities and Skills

A DRCC volunteer will be empathetic and possess good communication skills, have an ability to take direction and possess enthusiasm and passion for the area of supporting survivors of sexual trauma. The volunteer must be respectful of others, patient, non-judgmental, non-directive and understand the importance of being a supportive and flexible team player. They must be willing to make a one-year commitment to volunteering with DRCC and to participate in mandatory initial and ongoing training and monthly Peer Support meetings.

Essential

- Be a minimum of 24 years of age and have fluent English
- Be able to keep strict confidentiality about all aspects of the work and adhere to all GDPR requirements
- Live within commuting distance of central Dublin
- Commit to a minimum of one year's service to the volunteer programme.
- Commit to a minimum of approximately 4 hours per week.
- Have good organisational and administrative skills.
- Have basic computer literacy, including Microsoft Office management.
- Active listening skills and with the ability to work within a participant-centred approach.
- Are reliable, organised and able to work independently.
- Have strong interpersonal and communication skills.

Desirable

- Previous administration, reception or customer service experience.
- Previous volunteering experience with vulnerable adults.
- An interest in mental health, wellbeing, therapeutic services, community development or supporting survivors.

Guiding Principles

- Treating persons contacting the service with dignity and respect
- Treating fellow volunteers and colleagues with dignity and respect
- Responding in a non-judgemental, non-directive and compassionate manner
- Maintaining appropriate boundaries.
- Acting all times in accordance with DRCC's various policies and procedures.

Time Commitment

- Up-to 4-5 of shifts per month

- Up-to 4 hours per week - Some flexibility may be required depending on programme schedules.
- Sessions will take place at various locations across Dublin.
- Volunteers must be available to attend mandatory training in January 2027.
- Programme delivery is expected to commence in February 2027.

Teamwork and Rota

- It is important that volunteers adhere to the rota to support the stability, consistency and efficiency of the service.
- To confirm any planned unavailability or holidays one month in advance.
- To inform Volunteer Service department if you are unable to cover your planned shift (s) as soon as possible but not later than 48 hours to allow for alternative arrangements to be put in place.

Benefits of Volunteering with DRCC

- Opportunity to make a real difference in someone's life
- Access to full initial and ongoing training
- Ongoing support which consists of monthly Peer Support meetings, check in calls and access to Employee Assistant Programme (EAP)
- Development of skill set.
- Insights and understanding into sexual violence
- Statement of Fact provided upon completion of required period of service. We do not provide references
- Out of pocket expenses are covered where agreed in advance with the Service Manager
- Experience of working with an organisation which strives for best practice and whose services are independently evaluated.

Our volunteers provide invaluable support to victims and survivors of sexual violence, and we are profoundly grateful for their generosity and integrity. At times volunteering can be challenging and you might hear distressing experiences. It is important our volunteers prioritise their own wellbeing and self-care and utilise the support DRCC have in place for volunteers.

All volunteers report to the Volunteer Services Coordinators.