

Crime Victims Helpline: National Helpline Volunteers **(<https://www.activelink.ie/node/113420>)**



Freephone **116006**

The national Crime Victims Helpline, freephone 116 006, is a listening and support service for victims of crime in Ireland. Our aim is to support, inform and empower victims and all those impacted by crime. We provide time and space for victims to talk about their experiences. We also provide information about the criminal justice system and referrals to victim support services in the community.

What's Involved

The Crime Victims Helpline is currently recruiting for our Spring Volunteer Training Programme, 2025.

We are seeking friendly, reliable people to provide telephone support to our Helpline callers for 3-hours approx. a week, Monday to Friday 10.00am to 7.30pm. Volunteers answer the helpline from the CVH Office in Dublin 2 as well as remotely (dependent upon training, experience and technology). Remote volunteering requires a good internet connection - either through a laptop or a PC, as well as a quiet and private space.

Volunteers must be warm, compassionate, and non-judgmental. You must also be comfortable providing information and exploring options with callers without telling them what to do. We welcome volunteers from all walks of life and value diversity. Due to the nature of the work, fluent

English is a must and basic IT skills required. Volunteers must be living in Ireland and over 18 years of age.

A minimum one-year commitment is required on completion of the extensive training provided.

All volunteers are subject to Garda vetting and reference checks.

Next Steps

1. **Application forms** available online, www.crimevictimshelpline.ie/volunteer (<http://www.crimevictimshelpline.ie/volunteer>) if you have any queries you can ring us on [01 408 6116](tel:014086116) (tel:01408 6116). Closing date for application is Friday 14th February 2025.

2. **Interview** – Once we receive your completed application, you will be contacted to arrange an online interview. Shortly afterwards we will notify you whether you have been selected for training.

3. **Initial Training** – You will receive extensive training on active listening skills; the criminal justice system; crime victims' rights; and resources that are available in the community for victims of crime. There are two initial training days listed below and then further training provided.

Initial

Training takes place in two modules:

Module 1: Saturday, 1st March 2025, 10.00am to 4.00pm

Module 2: Saturday, 8th March 2025 10.00am to 4.00pm

You are required to complete the two full days of training, if you are not available to take part in both days, please do not submit an application.

Initial training is offered remotely; all participants are expected to attend online with cameras on and fully engage throughout the training days.

4. **Observations** – If invited to progress to the next step of training, you will shadow a staff member on the Helpline. This will allow you the opportunity to avail of more in-depth training, ask questions, familiarise yourself with the technology and record-keeping process and confirm whether you are comfortable with the requirements of the role. (4 x 2hour sessions approx.) This training can be done in the office or remotely.

5. Mock Calls – If you proceed onto the next stage of training, you will take part in mock call sessions. During these sessions, members of staff will roleplay as callers to the helpline. You will have an opportunity to practice the skills you have learnt, and feedback will be provided after each call. These sessions last approximately one hour.

It is important that we feel you are a good fit for our service. As such, following these mock calls it will be necessary for us to make a decision regarding your suitability to progress onto the helpline.

6. Supervised Helpline Calls – If we are satisfied with your mock calls, you will begin to take Helpline calls. You will be supervised during this stage so that we can provide you with support and guidance after each call. This training can be done in the office or remotely.

Once steps 1-6 are satisfactorily completed and it is mutually agreed that the role is a good fit, you will be offered a regular volunteer slot on the Helpline.

Region

Dublin 2 / Remote

Date Entered/Updated

27th Jan, 2025

Expiry Date

14th Feb, 2025

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