



Vacancy

Abortion Talk Talkline Volunteer

Role title: Talkline Volunteer

Location: Virtual / Remote

Usual minimum commitment: One or two 3-hour shifts per month

About Abortion Talk's Talkline

Abortion Talk is a small charity with a mission to destigmatise abortions, one conversation at a time.

We launched our pro-choice and pro-voice Talkline in 2021. Our volunteer-led Talkline is open 4 evenings a week between 7pm and 10pm. The Talkline offers callers one-to-one support and space to talk about their abortion experiences, as well as information on relevant services to help callers find further information. The Talkline is for anyone with abortion experiences. This includes health professionals, those who have had or are thinking about an abortion, and those who have supported loved ones with their abortion decisions.

As a Talkline Volunteer, you will be able to improve your knowledge on abortions, including how to access care, aftercare, and counselling. You'll learn active listening skills and ways to navigate difficult conversations. You will also learn how to talk about abortions in a way that destigmatises this vital healthcare provision. Most importantly you'll help to make sure no one feels like they don't have anyone to talk to about their abortion experiences.

In spring of 2025 we are introducing webchat alongside our telephone line, for people who would like support but are unable or don't want to communicate by phone. Volunteers will have the option to provide support via the phone, webchat or both.



What being a Talkline Volunteer involves

- Offering support and information in a non-judgemental, non-directive and destigmatising way to people who have abortion experiences, over the phone or via webchat.
- Developing an awareness of abortion care pathways that a caller may have experienced or may be seeking. This includes developing knowledge of how abortion services are delivered and accessed.
- Using our Talkline manual and website to signpost to services that can support people with their individual needs.
- Recording anonymised, general information about calls on our call log database.
- Attending supervision meetings and Talkline Volunteer training/meetings (online virtual meetings) when needed.
- Keeping up to date with Abortion Talk news and our work. We have a volunteer WhatsApp group where we share news and updates and support each other.

Person Specification and Role Requirements

Essential

- Strong personal commitment to Abortion Talk's mission, vision, and values.
- Strong personal commitment to intersectional and gender-inclusive practices.
- Excellent listening, communication, and interpersonal skills.
- Strong empathy skills - the ability to understand a person's feelings and experiences from their perspective.
- The ability to recognise, respect, and be sensitive to a diversity of views, attitudes, and lifestyles.
- Confident using an internet connected computer, including email, google drive, telephone call and/or webchat apps and scheduling apps such as Doodle.
- Have access to a secure computer and secure broadband internet connection.
- Willingness to follow our training, guidance, manuals, and policies.
- The ability to keep personal and confidential data safe.
- The ability to take phone calls or provide webchat support in a quiet and confidential environment.
- The ability to commit to regular Talkline shifts (1-2 shifts per month).
- To give reasonable notice of non-availability, where possible.
- Must be pro-choice on abortion.



Desirable

- Previous experience of working on a support line or helpline.
- Previous experience of abortion care or related services.
- Previous safeguarding training (training will be provided for those without in-date safeguarding certificates).
- We are particularly interested in applications from candidates living outside of London so we can expand our geographical spread across the UK
- We also welcome applications from men (a small but growing proportion of our callers are men).

Usual Minimum Time Commitment

We will support you to develop the skills you need for this role. Before you start volunteering with us you will:

- Complete mandatory Talkline training. Training will be three half-day sessions (10am – 2pm) on consecutive Saturdays and will take place over Zoom. You will need to be available on each of the following dates:
 - **11th January 2025**
 - **18th January 2025**
 - **25th January 2025**
- Complete additional safeguarding training if you do not already have in-date Safeguarding Adults and Children certifications (Level 1 minimum).
- Webchat volunteers will attend a further training session during February to become familiar with the software provided.
- Read through your Welcome Pack and Talkline Manual.

Once trained, **the usual minimum time commitment for Talkline Volunteers is taking at least one 3-hour shift per month.** More shifts can be taken if the volunteer wishes.

Additionally, our Talkline Volunteers are required to attend at least one “talkshop” per year. These one-hour meetings take place monthly on Zoom and are a space for volunteers to share their experiences, discuss the ups and downs of working on the talkline and have questions answered.

Our volunteering programme:

Volunteers are a vital and valued part of Abortion Talk. We appreciate all who have chosen to volunteer with us. We will do our best to make our volunteers’ experience enjoyable and rewarding. We aim to be flexible and supportive and believe that the volunteer relationship is built on trust and mutual understanding.



How to Apply

To apply to be a Talkline Volunteer, please send the following documents to talkline@abortiontalk.com:

- A CV or a short summary of your work and volunteering experience
 - Contact details for two work or volunteering references
 - Your answers to the following 4 questions in a cover email or attached cover letter:
1. Why are you interested in becoming a Talkline Volunteer for Abortion Talk and how does this fit with your personal or professional development?
 2. Drawing on your skills and experiences, and with reference to the Person Specification and Role Description, how would you approach supporting someone who contacts our Talkline?
 3. What evenings would you ordinarily be free to take on Talkline shifts? (The talkline is currently open Monday - Thursday evenings 7-10pm)
 4. Are you interested in providing support via the telephone, webchat or both?

Deadline for applications is 9am on Monday 2 December 2024