# Support Service Volunteer Role Profile

The Charity for Action on Spiritual Abuse

## About Us

The Charity for Action on Spiritual Abuse (CASA) is here to help people who've been hurt in religious or spiritual groups. We focus on three main things:

- Supporting survivors of spiritual abuse
- Training organisations (faith-based and secular) to understand and prevent spiritual abuse
- Researching the impact and issues around spiritual abuse

We're not linked to any faith group. Our team includes people from different faiths and people with no faith at all. CASA became a registered charity in 2021, started by Simon and Caroline Plant—survivors themselves—who wanted to create the kind of support they wish they'd had.

## About the Role

As a Support Service Volunteer, you'll be part of a team offering emotional support to people who've experienced harm in spiritual or religious settings. You'll speak with people online, listen to their stories, and help them figure out what support they need.

This role can be emotionally tough, but it's also incredibly rewarding. You'll be making a real difference in someone's life.

## What You'll Be Doing

- Offering support sessions via Microsoft Teams
- Giving people space to share (if they want to) and helping them feel heard
- Helping them understand what spiritual abuse is
- Talking through options for reporting concerns
- Helping them focus on what they need now and how to move forward
- Using CASA's resources to guide sessions and offer advice
- Keeping records of your sessions
- Attending regular supervision and some training sessions
- Raising any safeguarding concerns if needed

- Respecting people's beliefs and not offering any spiritual input
- Helping improve the service by giving feedback and learning from others

## What You'll Need

### Essential:

- Live in the UK
- Have experience or training in listening, wellbeing, or safeguarding
- Good communication and people skills
- Understand how abuse in faith settings can affect people — through personal experience, supporting others, or training
- Are emotionally ready to support others (especially if you've been through something similar)
- Ability to work online with your own computer and a private space
- Willingness to work as part of a team and ask for help when needed
- Basic IT skills

### Desirable (but not required – we'll offer training in these areas):

- Experience supporting adults
- Experience of harm in spiritual or religious groups
- Understanding of different faiths
- Knowledge of safeguarding

## Who You Are

We are looking for people who are:

- Kind, compassionate and non-judgemental
- Self-aware and able to manage emotional challenges
- Open to learning and growing in the role

## Important Info

- This role is flexible. We will decide together how many people you want to support each week, between 1 and 3 people. Then you can arrange to have those calls at a time that suits you.
- We ask that you arrange to have calls sometime between 9-5 on Monday to Thursday, so that someone is available to offer you a debrief if you need support straight away after a call.

- We will discuss with you how much time you feel you can give and when the best times are for you to volunteer.
- No travel is expected, but if you do attend an in-person event, we'll cover your travel costs
- You'll need to complete a basic DBS check

## Ready to Apply?

If this sounds like a role you'd enjoy, you can fill out the online application form here: Support Service Volunteer - Application Form – Fill in form

Or visit https://www.actiononspiritualabuse.org.uk/volunteer-with-us to find a link to the form.

If you have any questions, get in touch at supportservices@actiononspiritualabuse.org.uk