



ABORTION SUPPORT NETWORK

Volunteer Role	ASN Helpline Volunteer (Phoner)
Team	Frontline
Manager	Service Manager
Time Commitment	<p>1 week-long shift (Monday-Saturday) approximately every 6 weeks.</p> <p>Minimum availability of 2 hours each day whilst on shift but these can be worked at any time during helpline operating hours. These are:</p> <p style="padding-left: 40px;">Monday – Friday: 9am-8pm UK time/10:00-21:00 CET Saturday: 10am-1pm UK time/11:00-14:00 CET (administrative tasks only)</p> <p>Please note: new volunteers may need to put aside additional time each day for their first few shifts, while they're still learning.</p> <p>In addition to this, volunteers are expected to attend:</p> <ul style="list-style-type: none"> • Helpline meetings - held online every 3 months • Group clinical supervision sessions – held online every 3 months
Training commitment	<p>To apply for this role you must be able to attend the following mandatory training sessions:</p> <ul style="list-style-type: none"> • Saturday 11 July, 10am-4pm UK time/11:00-17:00 CET • Either Tuesday 14 July OR Thursday 16 July, 6-8pm UK time/19:00-21:00 CET • Saturday 18 July, 10am-4pm UK time/11:00-17:00 CET • Either Tuesday 21 July OR Thursday 23 July, 6-8pm UK time/19:00-21:00 CET

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	There will also be some online training to complete independently ahead of the sessions (approx. 2 hours total).
Support given	<ul style="list-style-type: none"> • Group clinical supervision, every three months, with a qualified external supervisor. • End-of-shift debriefs throughout induction period (minimum first two shifts). • On-call manager available during shift hours. • Additional catch-ups and debriefs with the staff team available in between shifts. • Additional trainings as needed.
Length of Role	18-month minimum commitment
Location	<p>Remote from Ireland, the UK or any country within Europe except Poland and Malta (due to abortion laws in these countries).</p> <p>All helpline volunteers must be based in European time zones including Western European Time (UTC+0), Central European Time (UTC +1) and Eastern European Time (UTC+2). We are unable to accept applications outside of these timezones.</p>

About Abortion Support Network (ASN)

Abortion Support Network works with people across Europe in countries where abortion is illegal or restricted. We provide the practical information and financial support that people need in order to travel for a safe abortion. We hear from over 1000 people every year, from all over Europe, although we receive the highest number of contacts from Poland and Ireland.

ASN exists in a space between mutual aid and charity. We are a registered charity in the UK as this enables us to do our work at the scale at which it's needed, but we reject traditional ideas of 'charity' and the inherent power dynamics that come with this. We practice care as feminist praxis and our work is centered in transnational solidarity.

We are powered by volunteers and have over 50 incredible volunteers at ASN, working alongside a small staff team of 6 people. Most of our money comes from regular people giving small amounts, such as 5-10€ a month. ASN brings together those with money to give and those who need money, so that as many people as possible can

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access safe abortion care. Looking after our limited funds is a responsibility that's shared by everyone at ASN.

We work collaboratively with partners because we know that it takes a village to achieve reproductive justice. We work with clinics, non-profits, academics and activists across Europe and beyond. ASN is a member of the Abortion Without Borders (AWB) / Aborcja Bez Granic initiative, which is a coalition of organisations providing information, support and funding to people in Poland who need abortions.

Inclusion

Abortion Support Network especially encourages volunteer applications from people of the global majority, LGBTQ+ people (we are a trans-inclusive organisation), disabled and neurodivergent people, and people who have experienced other forms of exclusion or marginalisation. We have tried to make this recruitment process as accessible as possible, but if you have particular needs please let us know when you apply and we can think together about how to make this process more accessible for you.

We particularly welcome applications from volunteers who speak Polish, German, French, Spanish, Romanian, Italian, Portuguese, Russian, Hungarian, Ukrainian, Hindi, Dutch, Tagalog, Turkish and Maltese.

Role description

Phoners are a vital part of our helpline as they are the first point of contact for women and pregnant people who contact ASN. In this role, phoners:

- Work with a small caseload of abortion-seekers for the duration of their shift (usually around 4-6 people per shift).
- Communicate with abortion-seekers via email and phone calls, all of which is managed through our case-management system Beacon.
- Work with people in a variety of languages, using translation software and interpreting services as needed.
- Provide practical information about clinics and travel to help people understand their options.
- Do financial assessments and award grants based on individual need and how much money ASN has available.
- Liaise with our partner clinics to arrange appointments and confirm funding.

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- Liaise with our travel team if a client needs support with travel and/or accommodation.
- Arrange the translation of medical documents by contacting our translation team.
- Signpost to other services if an abortion-seeker needs additional support (for example, counselling).
- Attend volunteer helpline team meetings every two months.
- Share ideas and contribute to the development of the service as part of the wider frontline team.

The role can often involve working with complexity and whilst we are not a counselling service, we do work with women and pregnant people who have experienced trauma, abuse (for example domestic abuse or sexual violence), grief and loss. We work from a place of deep care whilst also holding clear boundaries and not overstepping our remit. ASN staff and volunteers must follow our safeguarding policy and procedures at all times, and training will be given on this.

All prospective helpline volunteers will be required to attend an interview. Successful applicants will need to submit two references and undergo a basic [DBS check](#).

Helpline shifts

A typical shift runs for one week; from Monday to Friday, with shorter, additional hours on Saturday that volunteers can use for administrative tasks, if needed. The team on shift consists of:

- 1 'first phoner' volunteer who allocates cases
- 4 volunteer phoners who work with abortion-seekers directly
- 2 travel team volunteers who research and book travel and accommodation for clients
- A team of volunteer translators who are available to translate documents on an ad-hoc basis
- An on-call manager (a member of ASN staff) who is available to support volunteers throughout the shift

Time commitment

Helpline volunteers are trusted to manage their own time over the course of the week-long shift. All helpline work must take place between 9am and 8pm on weekdays, and volunteers can also use the reduced Saturday hours of 10am-1pm to

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wrap up cases and complete any admin. Within these times, volunteers can choose the hours they wish to work.

We expect all helpline volunteers to be available to work at a laptop (not a phone) for at least **two hours a day** for the duration of the shift. This does not have to be worked in one block, and it also does not need to be the same time each day, meaning that volunteering with ASN can fit alongside other responsibilities such as paid work or childcare.

Please be aware that all volunteers need to have some availability during the day (before 5pm UK time) on Monday, so they can look at the cases they have been given and check that they can action any tasks that have been allocated to them.

To balance the time that is needed during a shift, we only ask volunteers to do approximately one shift every 6 weeks on average. Between shifts we encourage volunteers to rest and have a proper break before being on shift again.

We find that new volunteers usually need more time whilst they are still learning how to do the work – we would suggest allowing 2.5+ hours a day for your first few shifts.

Support for volunteers

ASN will provide helpline volunteers with:

- A flexible and remote volunteering opportunity
- A training and induction programme including safeguarding training
- Ongoing emotional support including end of shift debriefs
- Clinical supervision with a qualified supervisor (once every 3 months)
- Online helpline volunteer meetings approx. 6 times a year

Skills/Knowledge/Experience

Essential

- Based in Europe, in Western European Time (UTC+0), Central European Time (UTC +1) and Eastern European Time (UTC+2) timezones.
- Fluency in written and spoken English (the working language of the helpline)
- Unequivocally pro-abortion

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- Good communication skills
- Empathy and compassion, motivated by deep care for abortion seekers
- Calm under pressure
- Problem solving skills
- Comfortable and experienced with remote working
- IT literate – comfortable with Outlook and Signal (messaging app)
- Able to work independently, and ask for support when needed
- Able to work as part of a team
- Must be able to attend the training dates listed below.

Highly desirable

- Proficiency in spoken and written Polish and/or German.
- Experience using case management systems or CRMs (Customer Relationship Management systems) or similar platforms used for managing and recording interactions with people.

Desirable

- Fluency in spoken and written French, Spanish, Romanian, Italian, Portuguese, Russian, Hungarian, Ukrainian, Hindi, Dutch, Tagalog, Turkish or Maltese.
- Experience of supporting or working with people in difficult, time-sensitive circumstances

Training dates

Because ASN is a small organisation with limited capacity, we can only run training once per round of recruitment. This means that we ask people to **only apply for this role if you can attend the training dates below**. If you cannot attend these training dates, we will not be able to progress your application and kindly ask you to look out for a future round of volunteer recruitment.

Mandatory training sessions will be held online via Zoom on the following dates:

- Helpline training #1 – Saturday 11 July, 10am-5pm UK time/11:00-18:00 CET
- Safeguarding training - **either** Tuesday 14 July **OR** Thursday 16 July, 6-8pm UK time/19:00-21:00 CET
- Helpline training #2 - Saturday 18 July, 10am-5pm UK time/11:00-18:00 CET

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- Beacon training - **either** Tuesday 21 July **OR** Thursday 23 July, 6-8pm UK time/19:00-21:00 CET

Please note - for the Safeguarding and Beacon sessions, trainees only need to attend the Tuesday evening session **or** the Thursday evening session. You do not need to attend both; we have offered two dates so that everyone can pick the session that is most convenient for them.

For the two Saturday training days, there will be breaks throughout the day, including 45 minutes for lunch.

In addition to this, trainees will be asked to watch a pre-recorded introduction to ASN and the helpline (approximately 45 minutes) and undertake an online training on abortion stigma (approximately 1-1.5 hours). These can be done at any time before the first online session on Saturday 11 July.

Before trainees do their first shift on the helpline, they will have a pre-shift call with one of the on-call managers. In this call they will go through any questions from the training and do a short phone roleplay to check they feel confident and ready for their first shift.