Faith to Faithless

Volunteer Role Description

Safety Chat Facilitator

Location: UK-wide, remote (via Google Meet)

Time commitment: Roughly 2–3 hours per week (conducting 1–2 informal video chats of 30–60 minutes, plus brief note-taking)

Reports to: Advocacy & Peer Support Coordinator (APSC)

Expenses: Necessary expenses will be reimbursed

About the role

Faith to Faithless, part of Humanists UK, provides dedicated support to individuals who leave high-control religious groups.

The service is led largely by people with lived experience who understand the unique challenges of stepping away from a closed community. Leaving a high-control religion can be a deeply disruptive transition: people often face sudden isolation through the loss of lifelong family and social networks, and the challenge of building an independent life from scratch. In some cases, individuals may also experience other pressures or religious abuses, or struggle to find understanding from public services.

We exist to ensure that nobody has to walk that journey alone. Through peer support and social events, we create safe, welcoming spaces where people can rebuild their confidence, connect with understanding peers, and find their feet in wider society.

The Safety Chat

When someone registers to join Faith to Faithless services, their journey begins with a Safety Chat. This is a warm, 1-to-1 video call lasting between 30 and 60 minutes with a trained Safety Chat Facilitator.

As a Safety Chat Facilitator, you will often be the very first person a service user has ever spoken to outside their religious community about their decision to leave. These calls are a vital opportunity to:

- Give new service users an uplifting, welcoming introduction to our community.
- Explain how our peer support and social events work, and answer their initial questions.
- Help us ensure that our group spaces remain safe and respectful for everyone, and that peer support is the right fit for the individual at this point in their life.

Following each conversation, you will complete a straightforward summary form with your notes and recommendation. **You will not carry the burden of making final admissions decisions alone:** the Advocacy & Peer Support Coordinator (APSC) reviews your notes, makes the final determination on onboarding, and directly handles any complex cases or safeguarding escalations.

Because leaving a high-control group can involve past distress, conversations can sometimes touch on sensitive topics. However, these chats are not therapy sessions; they are designed to be empowering and validating conversations that leave people feeling relieved, hopeful, and excited to join an understanding community.

Key Activities

As a Safety Chat Facilitator, you will:

- Conduct scheduled, 1-to-1 video calls (30–60 minutes) with individuals who have registered for our services.
- Provide a warm, reassuring first point of contact, putting nervous applicants at ease.
- Explain our weekly peer support groups, monthly socials, specialist groups (such as women's and LGBT+ spaces), and group etiquette rules.
- Explore whether our informal group spaces are suitable for their current needs, using our clear guidance framework.
- Complete a short online record form after each call detailing your conversation and recommendations for the APSC.
- Follow our established safeguarding procedures and immediately flag any concerns to the APSC or Safeguarding Lead.
- Participate in regular 1-to-1 check-ins with the APSC and attend monthly group reflection sessions.

Why volunteer with Faith to Faithless?

What you will gain:

- Comprehensive training and a rare, rewarding opportunity to be the friendly voice that welcomes someone into their new community.
- Practical experience in intake assessment, active listening, boundaries, and trauma-informed communication.
- The chance to be part of a passionate, diverse volunteer team with invitations to volunteer social events.
- Dedicated IT support, your own Faith to Faithless email address, and access to internal systems.
- Insight into Humanists UK's wider community and campaigning work.

What you'd bring to the role

You might have skills from customer-facing roles, community volunteering, non-religious pastoral support, or personal lived experience. To excel in this role, you should:

- **Have lived experience or deep understanding:** Personal lived experience of leaving a high-control religious group (and feeling settled and grounded in your own recovery), or substantial experience supporting individuals who have.
- **Be warm, empathetic, and an active listener:** Able to listen without judgement, validate someone's experiences, and maintain healthy boundaries.
- **Be comfortable with boundaries:** Able to recognise that while people may share difficult stories, this is an intake conversation and not a counselling or crisis session.
- **Have clear communication and basic IT skills:** Confident holding video meetings (e.g. Google Meet or Zoom) and completing short online forms.
- Demonstrate alignment with our values: A commitment to Humanists UK's inclusive, secular values and a respectful approach toward people of all backgrounds.

Support and training provided:

- **Comprehensive Induction & Shadowing:** Full training on the Safety Chat process, service guidelines, and shadowing experienced team members before taking your first solo call.
- **Dedicated Staff Oversight:** Ongoing backing from the APSC, who reviews all call notes and takes full responsibility for any service rejections or complex safeguarding follow-ups.
- **Safeguarding Training & Enhanced DBS:** Online training for working with vulnerable adults, bespoke training with our Safeguarding Lead, and a paid Enhanced DBS check (including the Adults' Barred List).

- **Facilitated Group Reflection Sessions (Clinical Supervision):** Monthly online sessions led by an external therapist specialising in religious trauma. This provides a supportive, confidential space to debrief, reflect on challenging calls, and look after your own wellbeing in the role. (Please note this is for volunteer support and practice reflection, not personal therapy.)
- **Regular 1-to-1 Check-ins:** Ongoing support and debrief opportunities with the APSC whenever you need them.

We hope this pack contains all the information you will need to decide whether the role is right for you. However, if you have any questions before you apply, you are more than welcome to contact volunteers@humanists.uk for more information, or an informal chat.