

### Support and supervision

The Guildford Town Centre Chaplaincy is committed to providing high quality support and supervision for volunteer Street Angels. This is achieved through professional training, practical support from the Street Angels Coordinator and pastoral supervision where necessary.

#### Training

All Street Angel volunteers are required to attend the initial training programme which will cover the following topics:

1. Knowing your town/Roles and responsibilities
2. Personal safety
3. Relating effectively
4. Drugs and alcohol awareness
5. Safeguarding children and vulnerable adults
6. Working practices

Ongoing training will be provided with a half day/evening session help once every 4-6 months covering other topics Street Angels may find it helpful to know more about. This might include basic first aid, homelessness, the sex industry, self-harming and so on. All Street Angel volunteers should attend these additional training sessions.

In the course of their work Street Angel volunteers may encounter situations or issues on which they would value additional training. All suggestions for further training topics or other support requirements should be passed to the Street Angels Coordinator who will explore further what further support or training can be provided.

#### Pastoral supervision

From time to time Street Angels may encounter situations they find disturbing. For many no further support will be required beyond an end of shift debrief but for others, such encounters may trigger deeper emotional responses for which additional support may be required. The following tiered approach to pastoral support and supervision for Street Angels will therefore be made available:

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- An informal semi-structured debrief should be led by the team leader at the end of each night's deployment to allow space for volunteers to discuss situations they encountered and how they dealt with them.
- Should an individual volunteer wish to discuss a particular encounter or situation in more detail on a one to one basis the Trustees of the Guildford Town Centre Chaplaincy who are church pastors/ministers will be happy to make themselves available for such a meeting.
- In exceptional circumstances a need for more formal in depth counselling or psychological debriefing support may arise. Access to up to six counselling sessions can be made available should volunteers require it.

Should a Street Angel require such support beyond the on the night debrief they should contact the Coordinator who will be happy to assist.