

SOUTHWARK

◆ CATHEDRAL ◆

Cathedral Listener

Southwark Cathedral welcomes a large and increasing number of people every day. Some are tourists visiting a fascinating historic building. Some are worshippers coming either for private prayer or to take part in a service. Some are people who come looking for support, comfort or advice in varying degrees of personal need.



The marks of our community are:

- Confidence in God and the Gospel
- Passion for those on the edge of society
- Engagement in vibrant theology and teaching
- Prayerful service of our Bishop and Diocese
- Love for London and the world

What is a Cathedral Listener Volunteer?

The main purpose of this role is to listen to members of the congregation and visitors of the Cathedral when they need to share their thoughts. It is important that volunteers listen, rather than give advice and direction or solve problems.

What would you do?

- A small group of trained Cathedral Listeners form a vital part of the Cathedral's ministry.
- There are always two Listeners available, usually in the Retrochoir, as this is a private space, after the 11am Sunday Choral Eucharist, for members of the congregation and visitors who would like someone to listen to them. The aim of the service is to listen attentively, rather than to give advice and direction or to solve problems.
- The time commitment is from the end of the 11am Choral Eucharist until 1pm.
- A rota covers a six-week period and Listeners should be prepared to be on duty twice during that time.
- The numbers who use this service are small so you may meet with up to four people each session.
- Members of the team need to listen in an attentive, empathetic and non-judgemental way and to feel comfortable with silence until the person is ready to speak.
- A Listener may need to signpost agencies that could offer further ongoing advice or help.
- If the person would like to make a sacramental confession, then you can alert a Verger and signpost them to one of the Cathedral clergy.
- Conversations are confidential, though you may speak with the Sub Dean afterwards.
- If a safeguarding concern is raised, you will need to share this with the Cathedral Safeguarding Team as soon as possible.

- The Sub Dean supervises the Listeners' Team and is available to meet with you to discuss any issues or concerns which arise during a session.
- Listeners undertake Safeguarding training and are DBS checked.
- The Listeners' Team meets together regularly for a review and to discuss any training needs.

Application process

- This role requires the applicant to complete an enhanced DBS check. This will be conducted by a member of staff at the Cathedral.
- Potential volunteers are asked to complete an application form.
- Invitation to attend an informal chat where potential volunteers will have the opportunity to ask questions. Please note that references will be requested before the informal interview.
- A recruitment decision will be made and if successful, a start date is agreed.

Who we are looking for?

While no formal qualifications are needed for this role, we do ask that volunteers have the following skills and personal qualities:

- Sympathetic to the aims and mission of the Cathedral and Christian faith
- Someone with good listening skills.
- A considerate and empathetic person who is non-judgemental.
- A person with an awareness of the needs of others.
- Someone with the ability to handle confidential and sensitive information.
- Someone who is available on Sundays between 11.00am and 1.00pm

What would you gain as a volunteer?

As a volunteer with Southwark Cathedral, all volunteers gain:

- The opportunity of supporting a place of worship and historic London Landmark.
- Invitations to meetings and Cathedral events.
- Discounts in the Cathedral Shop and Café.
- Enhanced listening and communication skills.
- References for paid jobs and other voluntary roles will be offered to volunteers who commit at least three months of volunteering.
- More volunteer benefits are outlined in the volunteer handbook on the website

Support offered

Ongoing support will be offered by the Sub Dean.

Other useful information

- Induction and Training on Safeguarding and security issues will be provided..

We are committed to equality of opportunity for all volunteers and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

For further information please contact the Sub Dean, Canon Michael Rawson via email at michael.rawson@southwark.anglican.org.

If you wish to apply please download the application form on the volunteer webpage and send the completed form to Cathedral.Volunteers@southwark.anglican.org.