

# Helpline Volunteer Role Guide

<b>Reports to:</b>	Helpline Service Manager
<b>Location:</b>	Remote (with occasional in-person meetings required)
<b>Time Commitment:</b>	4 hours per week (2 x 2 hour sessions)
<b>Contract type:</b>	Volunteer (unpaid)
<b>Closing date:</b>	TBA
<b>Purpose of the role:</b>	The purpose of the helpline is to provide comfort and support to service users experiencing difficulty in managing their condition – be that physical, mental or emotional support. The Helpline Volunteer role is key to delivering this mission as the primary call handler for service users.

Are you passionate about making a difference in the lives of people? Join our team as a Helpline Volunteer and support the launch of our groundbreaking pilot helpline service! Funded by The National Lottery Community Fund for one year, you'll play a pivotal role in bringing to life the charity's ambitious new pilot helpline service – the first of its kind across the UK.

Working alongside a dedicated team to drive forward our mission and make a real impact in the Degenerative Cervical Myelopathy (DCM) community, you will be involved with a great charity team in a position where they will be able to help establish a new service that will greatly help many people across England.

## Role Overview:

### The Helpline Volunteer will:

- Handle calls from service users, providing an empathetic and supportive approach at all times
- Participate and engage in all necessary training to build knowledge of DCM
- Participate and actively engage in peer-to-peer learning sessions
- Take ownership for personal learning and development to build knowledge and skills that will enable them to support service users
- Conduct themselves in line with the expectations set out in the charity's code of conduct, and other relevant policies
- Work collaboratively with other volunteers, offering peer to peer support and guidance wherever possible and appropriate

### The role:

At Myelopathy dot org – we want our service users to feel listened to and supported – and therefore it is important to build and maintain trust with each and every caller. This is achieved by ensuring all of our Volunteers approach their role with empathy – and that they maintain presence by actively listening to every caller. It is also essential to maintain confidentiality in line with the guidance set out in the Helpline Volunteer Toolkit, and our Code of Conduct.

### Responsibilities:

- **Provide Emotional Support:** Listen in an empathetic and active way to service users, creating a safe space for them share
- **Offer Information and Resources:** Provide information that could support their requirements and needs – directing them to professional support and services where appropriate
- **Maintain Confidentiality:** Uphold a high standard when it comes to managing sensitive information in line with the charity's Code of Conduct and Confidentiality Policy
- **Follow Processes:** Adhere to the charity's processes and procedures – including crisis management – seeking support from the Helpline Service Manager as needed

- **Maintain Records:** keep notes and key information relating to cases as necessary to support with ongoing case management.

## **Person specification**

### **Skills and Experience:**

- Excellent communication skills – including actively listening without judgement, and the ability to convey information clearly
- High levels of empathy and compassion – showing genuine concern for the well-being of service users and their circumstances
- Problem solving skills – identifying resources, advice and solutions as needed
- Teamwork – ability to collaborate and work with others in a mutually supportive environment
- IT skills – As this role will include inputting data and notes onto a software (which you will be fully trained on with 24/7 support access), being comfortable with this sort of work is a bonus

### **Personal Qualities:**

- An empathetic and resourceful individual, passionate about our cause and eager to make an impact. We are passionate about improving care for people with DCM, we want volunteers who can help add to this passion and inspire others they work with.
- A strong team player who can support their fellow volunteers and embody the values of the charity. You may be the first contact that many people with DCM have with the charity, therefore it's important that you and as a result the helpline reflect the values of the charity.
- Experience working with vulnerable people is beneficial but not essential

### **Equal Opportunities:**

We welcome applications from all suitably qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic, or social origin, colour, religion, belief, or sexual orientation. In addition, during the various stages of recruitment, specific measures can be taken to ensure equal opportunities for candidates with disabilities or special needs.

This is a dynamic and fulfilling role where you can make a tangible difference. If you're ready to take on this challenge and help shape the future of our helpline service, we'd love to hear from you!