



VOLUNTEER HELPLINE ADVISOR – ROLE DESCRIPTION

BACKGROUND

ERIC, the children's bowel and bladder charity is the only UK charity dedicated to improving the lives of children and young people with continence problems (daytime wetting, night-time wetting, constipation, soiling and toilet training).

Childhood continence problems are more common than people realise: 1 in 12 children suffer with one and the emotional impact on their lives can be considerable. For many of the children and families who struggle to cope with these distressing conditions, ERIC is the only place they can come to for support, understanding and the information they need. We directly support over 260,000 children and families and health professionals each year and indirectly help many more.

A major part of our work is our confidential Helpline service for parents, carers and families. Our small team of expert advisors have been trained by healthcare professionals to provide up-to-date information and support on a wide range of continence issues. All information is based on guidelines produced by [NICE – the National Institute for Health and Care Excellence](#). The Helpline offers advice, information and support, but not medical treatment or care.

TERMS

Volunteer Helpline Advisors support our employed staff and carry out similar duties, remotely from home. Volunteer sessions are a full day (5-6 hours) each week, plus monthly supervision. To maintain consistency and a high standard of professional practice, we ask our volunteers to commit to this regular pattern of one session per week, ideally for a period of one year or more. Your volunteering activities will be overseen by the Family Support Services Manager, or Helpline Lead. Full training will be given and must be completed before the volunteering role can begin.

TASKS MAY INCLUDE

- a) Respond to Helpline enquiries in a friendly and professional way, within the timescales and service standards set by ERIC and the Helplines Partnership.
- b) Follow up telephone discussions by email, directing callers to resources available on the ERIC website.

- c) Follow up web contact enquiries either by telephone or email. Recognise and pass on more complex and clinical queries to the ERIC Nurse and other members of the ERIC team as appropriate.
- d) Add information to Salesforce, our customer relationship management system to be used for monitoring the quality of the Helpline service & run management information reports as requested.
- e) Contribute to the development of the Helpline.
- f) Provide peer support to Helpline colleagues, particularly when dealing with difficult conversations.

SKILLS AND QUALITIES:

1. Professional qualification and/or clinical experience
2. Good knowledge and understanding of continence issues such as childhood bedwetting, daytime wetting, constipation, soiling, potty training and children with additional needs.
3. Excellent organisation and time management skills.
4. Confident telephone manner with the ability to listen carefully and respond in a helpful and friendly way.
5. Excellent communication and interpersonal skills, both verbal and written which can be applied to different audiences.
6. Able to use IT including Microsoft Office (Excel, Word and Outlook).
7. Enjoys working as part of a team.
8. Self-motivated with a positive, can-do attitude and the ability to work independently using own initiative.
9. Non-judgmental & recognises the importance of confidentiality when on the helpline.
10. Ability to recognise safeguarding issues and follow ERIC's policy and practices.
11. Willing to continuously develop professional practice.

BENEFITS

You will get the opportunity to work with a great team, develop your own skills, learn new ones and make a real difference to the lives of children, young people and their families. Please see ERIC's volunteering policy for full details.