

Volunteer Role: Telephone Helpline Volunteer

Role Summary

Our telephone helpline is parent volunteer led, offering a confidential service for family and friends who are seeking support, reassurance and information. The telephone helpline volunteer will be responsible for answering calls within a specific session(s)

Main Responsibilities:

- Answering Helpline calls within an allotted time slot and recording any relevant information
- Be a confidential support with whom the person can discuss their situation and experiences
- Following FFLAG's safeguarding policy and adhering to the Volunteer Handbook
- Commitment to FFLAG's training programme and undertaking additional training as required
- Offering a calm and reassuring response to any enquiry

Qualities of a Volunteer

- Commitment to the vision, mission and values of the charity
- Empathic, approachable and resilient
- Good communication and listening skills

Role commitment

This is a long-term volunteering position where you would be part of a small team of volunteers responsible for all Helpline calls. We ask that the volunteer be committed to session(s) weekly as the Helpline is such a vital part of FFLAG's support offer.