

HELPLINE VOLUNTEER ADVISER. TASK DESCRIPTION (EXAMPLE ONLY)

REPORTING TO: VOLUNTEER TRAINER AND SUPPORT WORKER

PURPOSE OF PLACEMENT:

You will be trained to assist in the provision of our Helpline's free, confidential and impartial advice service on a wide range of issues, thereby helping maximise our Helpline's service delivery, both in terms of the number of calls answered and the quality of advice given. This is a serious and time consuming role, and you must have the ability, commitment and determination necessary to successfully complete the training and become a Volunteer Adviser.

Trainee Volunteer Housing Advisers are expected to have good communication skills, and at least some prior experience of working with the public, preferably in an advice capacity.

EXPENSES: (with receipts) for

All reasonable travel expenses, plus up to £4.00 meal allowance each session.

HOURS:

Eve: Min 3 hrs (6pm - 9pm) once a week, Monday to Friday
Day: Min 1 day per week, Monday to Friday, office hours

DUTIES:

1. To assist the Helpline Advisers in answering and responding to telephone calls on the freephone advice line
2. To use the computerised database to give information on relevant issues
3. To give clients basic information on rights, and where appropriate assess clients for referral to appropriate agencies
4. To assist in updating information on a range of subjects
5. To undertake research and produce information which might be useful in developing the Helpline service
6. To input data about calls using the relevant IT recording systems
7. To liaise with appropriate voluntary and statutory agencies as required by the Volunteer Trainer and Support Worker/member of staff responsible
8. To carry out any other administrative functions required for the post
9. To attend weekend training on a range of issues, as determined by the Volunteer Trainers
10. To attend the Helpline Volunteer group meetings
11. To take part in regular supervision and support sessions