

HELPLINE VOLUNTEER ROLE DESCRIPTION

Purpose

To operate the helpline at GMRC.

Commitment

Completing the helpline training and working on the helpline is a serious commitment. Please make sure you are able to attend all of the training sessions and then commit to at least one evening shift each month for a minimum of twelve months.

Key Tasks

- To adhere to GMRC's confidentiality policies.
- To turn up for your shift on time.
- To check the voicemails and voicemail log.
- To answer the helpline and complete a log sheet after each call.
- To communicate with other helpliners by using the helpline handover book.
- To attend helpline meetings every two months.
- To communicate with the helpline co-ordinator if you are unable to attend a shift and let them know about holiday dates in advance of planning the rota.
- Report any problems or risk issues to your manager & helpline co-ordinator.
- To inform the manager & helpline co-ordinator if a child has called the helpline.

Essential Skills

- To support the work of GMRC.
- To believe callers and treat them with respect.
- To be punctual and trustworthy.
- To treat your colleagues with respect.

Other Requirements

(For you to complete before the training begins). Two references are required. You must contact the referees yourself. A follow up email will be sent on receipt.

A DBS check is also required. You can complete the form in the GMRC office and will need to provide appropriate documentation as proof of I.D.