

Volunteer Role Descriptions - Phone Workers

Phone worker volunteers run the helpline at London Friend (as far as possible) every night of the year. Callers may be coming to terms with their sexuality, or seeking support in their relationships or in other aspects of their lives. Most live in London. Where appropriate, we may refer them to support groups run by London Friend or other organisations.

Suggested Activities:

- Answering helpline calls
- Empowering callers to think of solutions to their problems
- Giving out information
- Listening
- Referring callers for counselling or to other groups/organisations
- Completing the necessary call-log information, as required

Skills Specification:

No previous experience is required, however you will need to provide examples of the essential skills below, so when completing your application form you will wish to refer to paid employment, voluntary roles, studies or hobbies you have participated in which demonstrate that you have the abilities we need. In order to provide a good quality service to our service users, it is essential that volunteers have:

- Good timekeeping
- Good listening skills
- Ability to communicate clearly on the phone
- Ability to work with other people as part of a team
- Ability to do useful work in line with our procedures alone (following full training)
- Ability to use initiative or know when to ask for advice

Full training is provided; you will attend an induction days plus two days helpline training. Once this is completed you will remain with a 'supervisor' who is an experienced volunteer until you and we feel you are able to work alone. This would typically be after thirteen supervised phone shifts.

- Each phonework shift starts at 7.30pm and ends at 9.30pm.
- You should arrive promptly for your shift and be ready to take calls at 7.30pm.
- We ask each phone worker to volunteer for at least two shifts per month and to attend compulsory monthly group supervisions.
- There are 3 regular ongoing training sessions per year which you are expected to attend, run by London Friend volunteers or our partner organisations.

Location

Your location of work will be in the phone room at London Friend, 86 Caledonian Road, London, N1 9DN.

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Supervision

Trainee phone workers are supervised by two different supervisors throughout their training. You will also attend monthly group supervision sessions run by a trained counsellor. Once a volunteer has completed training and become a ratified member, there is a system in place of being able to contact someone for support if you have had a difficult call/evening on the phones.

For other guidance/information the volunteer can always contact the General Manager, Frances Connelly, or a member of the Office team.

Volunteer Benefits

As well as meeting new people, having fun, giving back to the community, learning new skills, and gaining new skills for your CV, all volunteers can:

- Claim travel expenses, or choose to donate them if they prefer to. (See our gift aid form)
- Eat! - Food is provided for free at all volunteer training events
- Take advantage of free drinks - Tea/coffee/soft drinks are also available to volunteers for free (clients pay).
- Receive our monthly newsletter
- Take advantage of our free in-house training events.
- Join our social events including our annual Christmas party.

We look forward to welcoming you to London Friend!