

HELPLINE VOLUNTEER ROLE DESCRIPTION



VOLUNTEER ROLE:

Helpline Volunteer

PURPOSE OF THE ROLE:

To help AvMA provide an accessible and high quality Helpline Service to people affected by medical Accidents.

MAIN TASKS:

To provide a sympathetic response and information and signposting to other sources of support to clients over the telephone in relation to the issues described above.

To complete helpline record sheets at the end of each call.

To ensure that telephone enquiries are undertaken in accordance with agreed performance standards and policies of AvMA.

To undertake internal and external training courses considered relevant to training needs.

REQUIRED SKILLS, QUALITIES & EXPERIENCE:

Effective communication skills on the telephone.

The ability to work with tact, empathy and understanding with individuals who are often in a vulnerable and traumatised state.

The ability to complete forms etc.

A commitment to AvMA's aims and objectives.

Support and conform with AvMA's Equal Opportunities Policy.

DESIRABLE, SKILLS, QUALITIES AND EXPERIENCE:

Some knowledge of the NHS/Private Complaints system or Legal system relating to Clinical Negligence desirable but not essential as training will be given.

Volunteers who are medically or legally experienced/qualified, but again this is not essential as training will be provided.

Basic computer skills involving word processing and internet.

We are keen to involve volunteers who have themselves been affected by medical accidents when appropriate.

WHEN AND WHERE:

Based at AvMA's office, 44 High Street, Croydon, Surrey, CR0 1YB.

We ask volunteers to commit to 6 months. Volunteers will be required to undertake at least one two hour shift at regular intervals ideally weekly but monthly will also be considered.

Responsible to the Helpline Development Officer.

TRAINING & SUPPORT PROVIDED:

Volunteers will undertake AvMA's core induction programme and external helpline skills training through the Telephone Helplines Association, this would include training on call screening and handling.

Each volunteer will receive hands on supervision when undertaking supervised practice for a minimum of one month but may be longer depending upon experience and level of competence achieved.

Volunteers will also undertake additional modules on Complaints Procedures, Legal, Professional Regulation and Access to Medical Records etc.

For volunteers who are medically or legally qualified a training programme will be tailored to meet their needs but will have the helpline skills training courses and AvMA's induction programme as a core component.

Each volunteer will receive a monthly supervision session with the Helpline Development Officer in order to ascertain where learning/training needs have been met and to identify ongoing training requirements.

Volunteers are entitled to claim travel expenses up to £5 total. If duties involve working across lunch time up to £3 can also be claimed for lunch.