

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.

DESIRABLE, SKILLS, QUALITIES AND EXPERIENCE:

Knowledge of the NHS/Private Complaints system or Legal system relating to Clinical Negligence.

Volunteers who are medically or legally experienced/qualified

Have experience working with distressed people

Basic computer skills involving word processing and internet.

WHEN AND WHERE:

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

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.

TRAINING & SUPPORT PROVIDED:

Volunteers will undertake AvMA's core induction programme.

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.

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