

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, information and signposting to other sources of support to clients over the telephone in relation to the issues described above.
- To complete an online Helpline Record 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.



Skills, qualities and experience

Required

- 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.
- Basic computer skills involving word processing and internet.
- A commitment to AvMA's aims and objectives.

Desirable

- 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.



When and where

- Remote working from home or office. Volunteers will need access to a safe wi-fi connection, a mobile or landline telephone, Computer/laptop and a quiet area to take confidential calls.
- We ask volunteers to commit to minimum of 6 months. Volunteers will be required to undertake at least one two-hour shift at regular intervals; weekly, fortnightly or once every 4 weeks during the helpline hours of Monday – Friday 10-3.30.
- 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.



Further details

- If you would like more information, please email Gillian Savage, Helpline Development Officer on support@avma.org.uk.
- To apply, complete the online application form at www.avma.org.uk/get-involved/helpline-volunteer.

Action against Medical Accidents (AvMA)

AvMA is the charity for patient safety and justice. We provide free specialist advice and support to people when things go wrong in healthcare and campaign to improve patient safety and justice.

For advice and information visit our website
www.avma.org.uk

Or call our helpline (10am-3.30pm Monday-Friday)
0345 123 2352

Registered charity in England & Wales (299123) and Scotland (SCO39683)

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