

Section 3

Helpline Volunteer Information

Role Outline

Your role is to provide accurate and reliable information, support and signposting to anyone affected by cervical cancer, cell changes (abnormalities) or screening and vaccination concerns. The service offers information **but not advice**. We seek to create a safe and supportive environment where the caller can talk in confidence to a non judgmental listener who will empathise but not sympathise.

In order to undertake this role you must undergo initial training and attend regular updated training. In this way you keep your knowledge and your skills up to date.

Calls are diverted to you on a rota basis where you should expect to be free and available for the shift that you have nominated.

So we can show how effective the service is, we ask you to complete an online logging sheet for every call you take either during or at the end of your shift. They are also a useful tool for the advancement and improvement of the service.

The responsibilities of a helpline volunteer are;

- To cover 2 helpline shifts lasting 3 hours within a 4 week period
- To deliver accurate and reliable information on cervical cancer, cell changes (abnormalities) and prevention
- To provide balanced support to callers
- To signpost callers to other reliable organisations, the charity's other services or to healthcare professionals
- To help empower women and people with a cervix in making positive choices about their health

Key skills and experience needed:

- A well developed 'listening ear'
- Be able to empathise with callers and not to over-sympathise
- To speak authoritatively about cervical cancer and cell changes
- An ability to explain complex medical information in simple terms
- To provide information and not advice
- Personal or professional experience of cervical cancer / cell changes, or someone close to you with the condition
- You must be able to communicate with people from all backgrounds in a non judgmental way.

Alongside this you must also be/have;

- Confident
- Objective
- Good with people
- Able to follow instructions given by the charity
- A genuine desire to help people
- A clear telephone manner
- A Good command of the English language

Circumstances:

You must have access to both a landline telephone and the internet in a comfortable quiet setting and be able to give 100% focus at times when on duty.

The Volunteer Hub

Alongside regular telephone support and face to face training, we also provide online resources via the Volunteer Hub. This is a section on our website that is dedicated to volunteers and their roles. In this section we seek to provide;

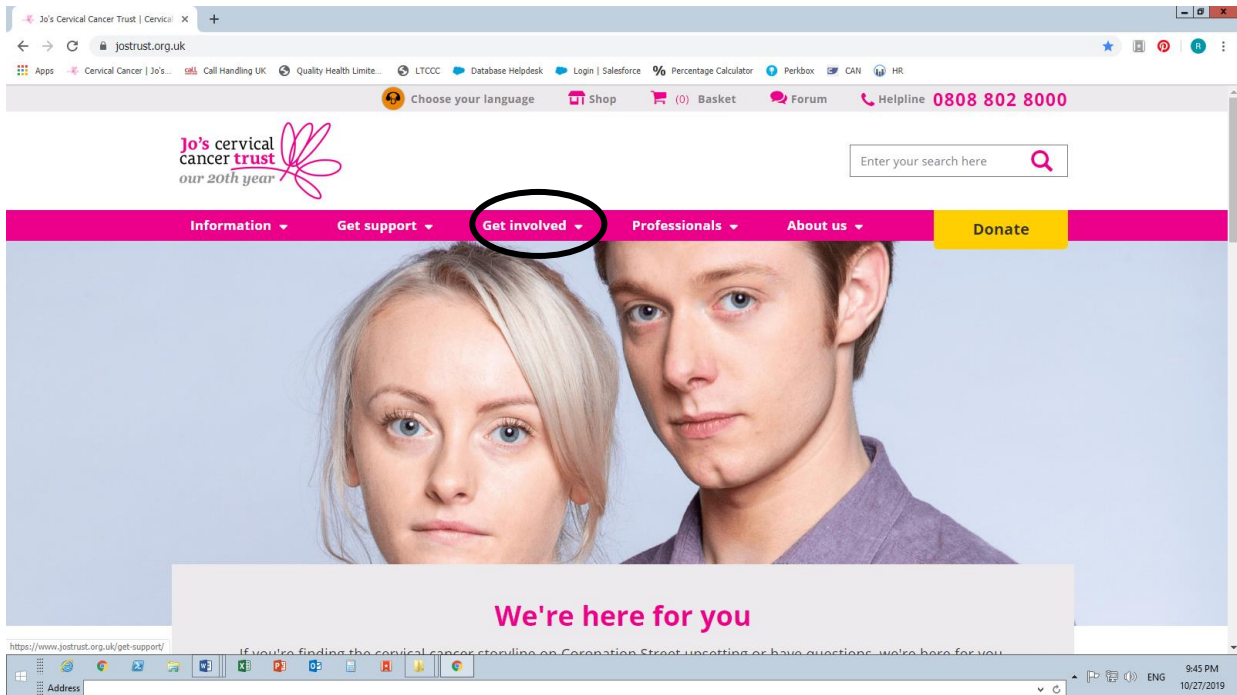
- An easy access point to online logging sheets
- The monthly helpline schedule so that you can see when you are on shift
- Any updates to our information that you will need to know to help your callers
- An activity dashboard so that you can see how our services are doing each month
- Hints and tips for helpline volunteers
- An electronic copy of the volunteer manual
- A helpful presentation to enable to you to talk confidently about the charity

We will be looking to include more information helpful to you as time goes on so please do regularly have a look to see any new updates.

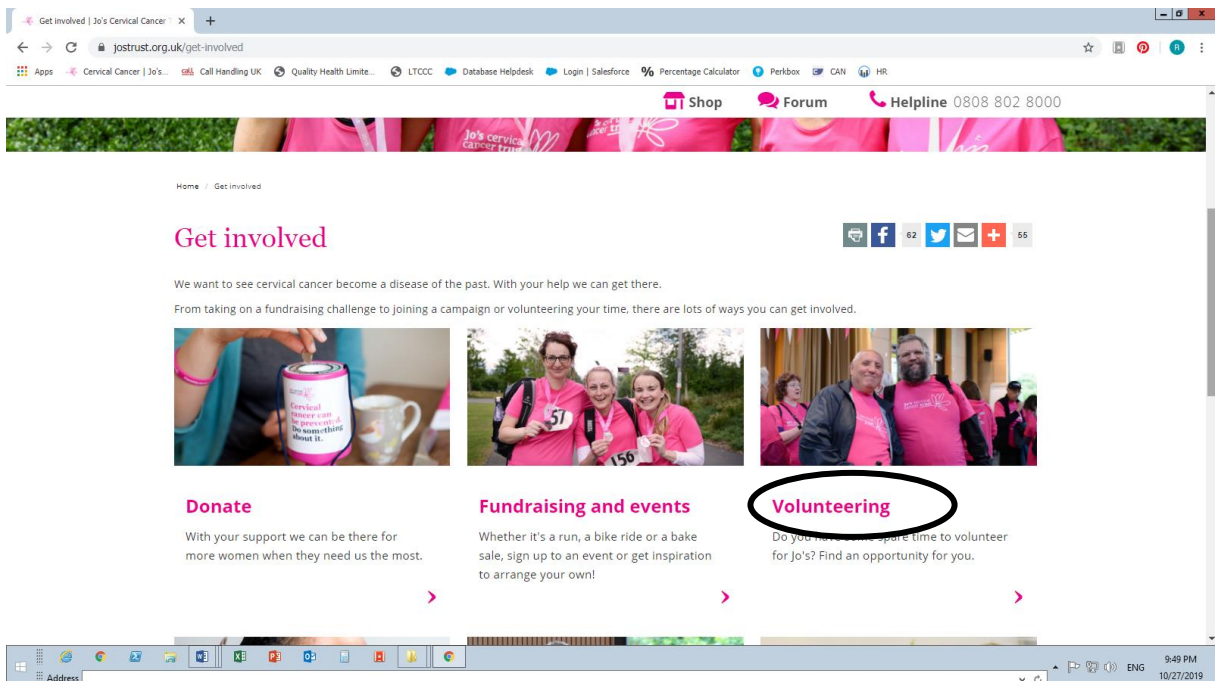
Accessing the Hub

Once you have completed your initial volunteer training, you will be given a username and password which will allow you to access all of the information listed above.

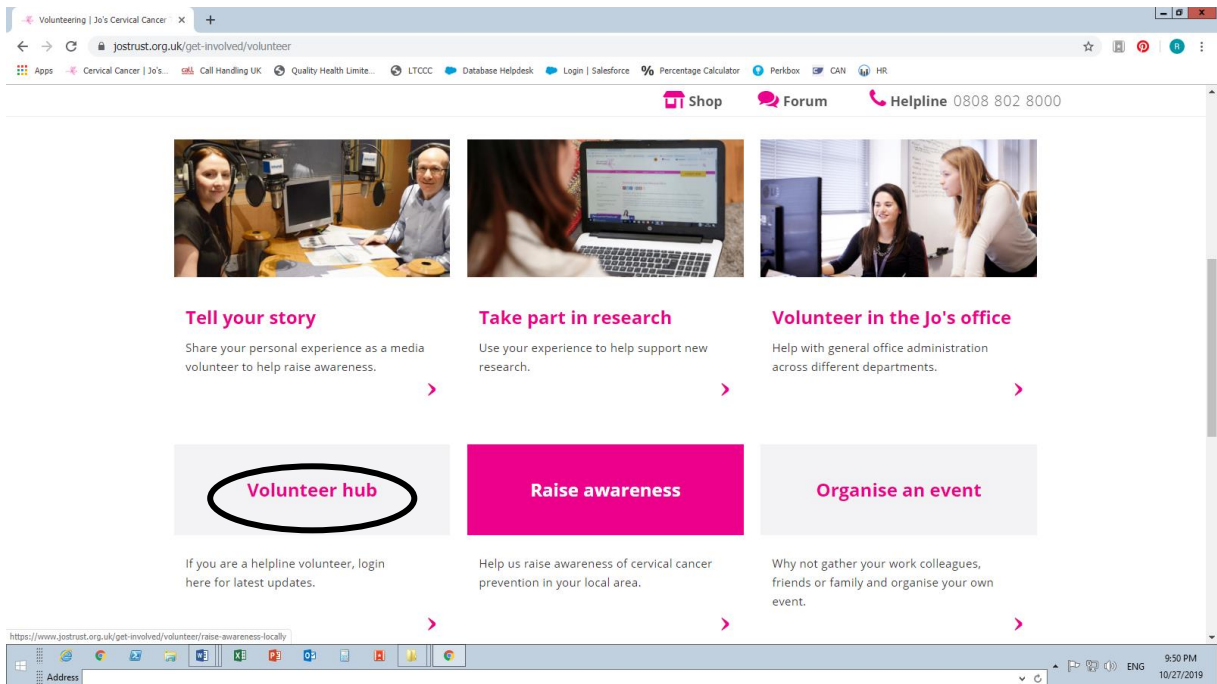
The hub can be accessed by visiting our website at www.jostrust.org.uk and clicking on the 'Get involved' section of the website (circled in black below).



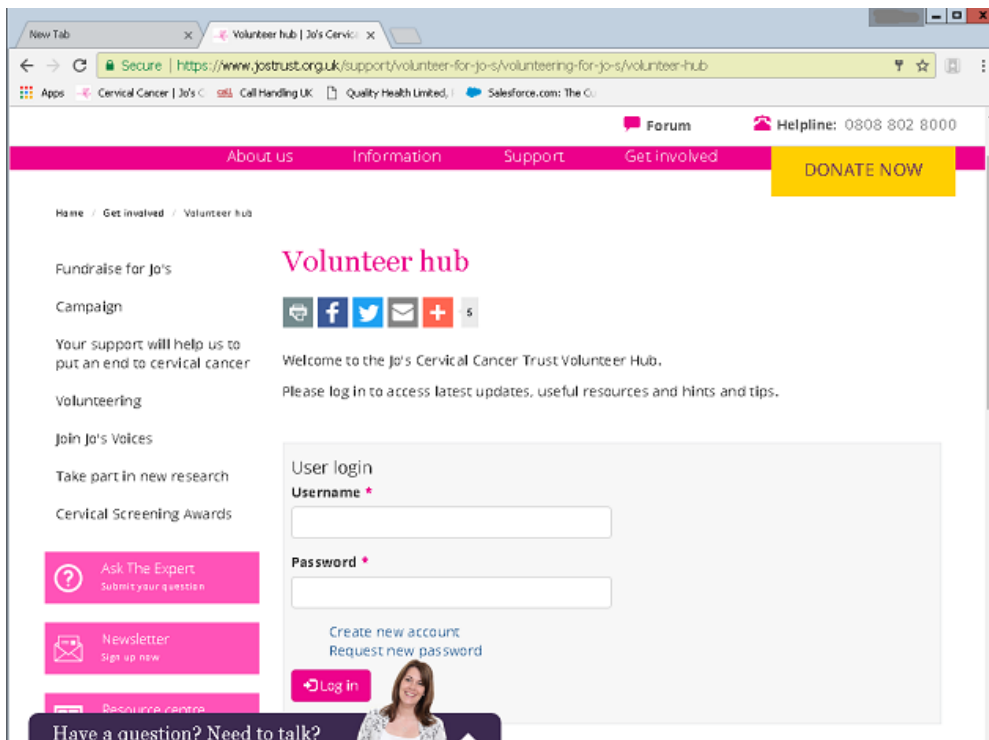
Once in this section, you will need to click on the 'Volunteer' section.



Once in the Volunteer section of our website, scroll down a little and click on the link 'Our Volunteer Hub' towards the bottom of the page.



You will then need to enter your username and password and click 'Log in'



You will now have access to the Volunteer Hub. Scroll down this page of the website to access all the relevant resources for your role.

