



Helpline Volunteer Manual



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Jo's Cervical Cancer Trust
CAN Mezzanine, 7-14 Great Dover
Street, London SE1 4YR

T 020 3096 8100
E info@jostrust.org.uk
www.jostrust.org.uk

Helpline: 0808 802 8000

Registered in England and Wales
Company Limited by Guarantee: 7111375
Registered Charity Number: 1133542
Registered Scottish Charity Number: SC041236

Introduction

The purpose of this manual is to help you by explaining how Jo's Cervical Cancer Trust operates and how volunteering fits into the work of the charity as a whole.

As a professionally run organisation carrying the Investing in Volunteers Accreditation, we are obliged to include our policies and procedures. This ensures that we fulfil our duty of care to all those that volunteer or work as paid members of staff for Jo's Cervical Cancer Trust. The language used when dealing with these topics remains quite formal. Should any of the information given be unclear, please tell us so we may explain further.

We hope the formality of some sections does not take away from the general community environment we try to create for you, our service users and the charity.

- Section 1 General information about Jo's Cervical Cancer Trust and its support services
- Section 2 Our policies and procedures
- Section 3 Helpline volunteer information
- Section 4 Guidelines and procedures for helpline volunteers
- Section 5 Useful organisations
- Section 6 FAQs and glossary of cervical cancer and cervical abnormality terms
- Section 7 Our publications

From time to time, we will revise pages or sections of this manual as well as our online medical information. When we do, this new content will be available online for you to read and print through our 'Volunteer Hub' which is situated on our website. We will notify you of any changes or updates and you will be asked to confirm that you have read them. This will ensure that all our volunteers are in possession of the very best and up to date information.

Section 1

General Information about Jo's Cervical Cancer Trust

Our history

Jo's Trust was the concept of London businessman, James Maxwell (1957 – 2003) in memory of his wife, Jo (1959 – 1999) who died from cervical cancer at the age of 40.

Following her diagnosis in 1995, Jo (and James) had difficulty finding good information about every aspect of cervical cancer. It was their hope that one day everyone would have easy access to the best and most up to date information and medical advice. Most importantly for Jo, it was her wish that those affected by cervical cancer would have the opportunity to communicate with others facing similar challenges.

With the appointment of a full time director, the Trust became operational in February 2000 and in 2010 we rebranded to become Jo's Cervical Cancer Trust.

Since its beginnings, the charity and its supporters have worked tirelessly to raise awareness of cervical cancer, its causes and how to prevent it. From its impact on the launch of the HPV vaccination programme to its education on screening, treatment and survivorship issues, Jo's Cervical Cancer Trust has continued to increase its reach and has provided information and support to thousands of people.

Our vision

A future where cervical cancer is a thing of the past.

Our mission

To see cervical cancer prevented and reduce the impact for everyone affected by cell changes (abnormalities) and cervical cancer through providing the highest quality information and support, and campaigning for excellence in cervical cancer treatment and prevention.

Our core values

Everything we do, across all aspects of our work is based on our core values:

- Passion – *with it we achieve the extraordinary*
- Respect – *we make every effort to understand and be considerate of the needs of others*
- Evidenced – *this underpins every decision we make*
- Collaboration – *we achieve our purpose by working together*
- Challenge – *through it we influence, generate change and progress*

What we do

We are there for everyone who needs us, for as long as they need us.

- We provide high-quality, peer reviewed online information about cervical cancer and its prevention.

- We enable women and people with a cervix to meet online in order to share experiences, network and support others facing similar challenges.
- We provide person to person support through our national helpline (telephone and email), local and national events, ask the expert service and new national one to one Cervical Cancer Support Service.
- We campaign and influence policy, working with stakeholders and influencers including government to reduce health inequalities and improve health outcomes.
- We educate the public and health professionals on cervical cancer and how it can be prevented through our campaigns, outreach and events.

The Information and Support Services Team

The Information and Support Services Team is responsible for the design, implementation and running of the support services for the charity.



Debbie Shipley, Senior Support Services Manager
t. 020 3096 8100 / 07984 885884
e. Debbie.Shipley@jostrust.org.uk

Based in the Midlands, Debbie is your main contact for difficult calls and can be reached on the mobile number above if you need support. Debbie is responsible for managing the day to day running of our services and volunteers.



Aneka Grayson, Senior Support Services Officer
t. 020 3096 8100 / 07961 667 312
e. Aneka.Grayson@jostrust.org.uk

Based in Dorset, Aneka oversees the planning and delivery of our support events and volunteer training.

Aside from this Aneka provides excellent support to our volunteers and plays a key role in the departments reporting.



Hannah Dwyer, Senior Support Services Officer
t. 020 3096 8100 / 07497 237 562
e. Hannah.Dwyer@jostrust.org.uk

Based in the Midlands, Hannah provides front line support through our email service and 1:1 cervical cancer support service, as well as offering support to our volunteers.



Rebecca Shoosmith, Head of Information and Support Services and Deputy Chief Executive
t. 020 3096 8100 / 07791 123712
e. Rebecca.Shoosmith@jostrust.org.uk

Based in the London office, Rebecca is responsible for the strategy and overall direction of our Information and Support Services. She is also the Volunteer Lead for the charity.

If you need any urgent assistance and Debbie is not available, please do contact either Rebecca or Anneka.



Imogen Pinnell, Information Manager
t. 020 3096 8100 / 07896 717 034
e. Imogen.Pinnell@jostrust.org.uk

Based in Bristol, Imogen works with users and professionals to develop health information, as well as keeping a close eye on current research.



Angela Dullaghan, Support Services Adviser
t. 020 3096 8100
e. Angela.Dullaghan@jostrust.org.uk

Based in Pembrokeshire, Angela provides front line support through our Helpline, Callback and Ask The Expert and email services.



Louise Atkinson, Support Services Officer
t. 020 3096 8100 / 07961 667 323
e. Louise.Atkinson@jostrust.org.uk

Based in London, Louise will be your main point of contact in your role as a helpline volunteer.

Louise ensures the smooth running of our online forum supports the team to deliver our services and information. She also provides front line support on Ask

Head office contact details

Generally staff now work remotely from home however our office is based in central London. It is open from Monday to Friday, except bank holidays, between 09:00am and 17:00pm.

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Jo's Cervical Cancer Trust services

Jo's Cervical Cancer Trust support services exist to provide reliable and trustworthy information and support to women, and people with a cervix, and their loved ones affected by cervical cancer and cell changes (abnormalities) in the following ways;

Information

At Jo's Cervical Cancer Trust we aim to provide up to date, easy-to-read and accurate information on all aspects of cervical cancer, cell changes (abnormalities) and prevention such as HPV vaccination and cervical screening.

The medical information we offer in our printed publications and online pages is based on the most up to date scientific evidence, and is written and/or reviewed regularly by medical experts.

Most importantly, our content reflects the needs and feedback of those who come to Jo's Cervical Cancer Trust seeking information and support. We regularly review the information and this includes the involvement of our feedback network Jo's Voices.

Jo's Voices

Jo's Voices is an initiative by Jo's Cervical Cancer Trust to create a network of people affected by cervical cancer or cell changes (abnormalities) who can contribute their views, opinions and experiences to help develop our services, information provision and public affairs work.

Our Information Production Process

Through our Information Production Process, Jo's Cervical Cancer Trust is able to demonstrate that the methods we use to produce our information are robust and result in content that are accurate, accessible, impartial, balanced, based on evidence and well written. This is to help patients and the public make informed choices about their lifestyle, their condition and their options for treatment and care.

Our information production methods are described in our Information Production Policy which is available upon request. The Information Production Process ensures that those eligible for cervical screening or affected by cervical cancer and cell changes (cell changes) are at the heart of the content that we produce.

All the content in the Information section of our website and our information materials have been produced in accordance with this process and this information, along with the FAQs in this handbook, is to be used by helpline volunteers when taking calls and answering questions on the helpline. For more information please visit www.jostrust.org.uk/about-us/how-we-write-our-information

Online Forum

Through our online forum, people are able to get in contact with each other and ask questions, share stories and swap tips on how to make it through some of the tough times. This 24 hour service provides a safe and supportive online space to meet others who are in a similar situation and share mutual support. The forum is for anyone affected by cervical cancer, cell changes (abnormalities), those who are experiencing symptoms or who have screening concerns. We also have a closed forum specifically for those affected by advanced stage or recurrent cervical cancer.

Ask The Expert

Ask The Expert is a confidential clarification service which allows service users to ask specific questions related to any aspect of cervical cancer, cell changes (abnormalities) and prevention. Once a person has submitted their question online, it is anonymised and passed on to one of our volunteer medical panellists who have the expertise to answer the question.

Let's Meet

Every year we run a national event specifically for those living with or beyond a cervical cancer diagnosis. At this informative and fun day attendees get to listen to key note speakers talk about relevant topics and participate in workshops offering practical solutions for common issues such as bowel and bladder, sex and intimacy, and early menopause and HRT. All of our content is based on the needs of our community. It's a great chance to catch up with old friends and make a few new ones. Partners are always welcome with a specific workshop being provided for them.

Due to COVID-19 pandemic this event is now delivered in a virtual setting spread across a week. Once it is safe to do so it will revert back to hosting it in person.

Mini Meets

Similar to our annual Let's Meet, our Mini Meets are a new scaled down version run locally. We generally hold two a year in areas where we know incidence of cervical cancer is high. They cover similar topics to Let's Meet, based around living with and beyond a cervical cancer diagnosis.

Due to COVID-19 pandemic these events are now delivered in a virtual setting. Once it is safe to do so it will revert back to hosting it locally in person.

Helpline

Our freephone helpline is open every day with times published on the website a week in advance. Our helpline volunteers have either personal or professional experience of cervical cancer or cell changes and have regular training in telephone helpline skills. The helpline offers listening, support, information and signposting. Callers to the helpline number **0808 802 8000** outside of opening hours hear a recorded message telling them the times the helpline is open on that particular day. The helpline opening times can also be found on our website at <http://www.jostrust.org.uk/support/helpline>

This service is for anyone, including loved ones, carers and healthcare professionals looking for information and support for a wide range of topics including cervical screening, HPV, cell changes and cervical cancer.

Callback Service

At the end of every helpline call each service user is asked whether they would like to have a further call from a member of staff at Jo's Cervical Cancer Trust. The callback, usually carried out within two weeks of the original helpline call, is a chance for us to offer further support and information to the caller and gain feedback about the helpline. All calls are carried out during the day between 9am - 5pm Monday – Friday.

Email Service

Similar to the Helpline we now offer support and information on general cervix or HPV related questions or concerns by email through our new email service. Service users will receive the same confidential and professional support as they would through the Helpline and the team will aim to respond within 1-3 working days. Service users can send their questions or concerns using the online form on our website at <http://www.jostrust.org.uk/support/helpline>

One to One Cervical Cancer Support Service

This is a new service providing one to one support and information to women, their partners and adult family members affected by cervical cancer. The service provides emotional support, information about cervical cancer, and linking service users to other services via phone call, video call or email. Service users will need to submit a sign up form online to access the service. Please visit www.jostrust.org.uk/get-support/one-to-one-service for more information.