



Vasculitis UK helpline volunteers

Role description

Please note this statement is for information only.

The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

Job title Helpline Peer to Peer Advisor

Location Remote work (working from home)

Working hours: the helpline is open 7 days/week 9am to 8am, but this is under review. We work on a weekly rota, but there is flexibility so **smaller shifts can easily be arranged**. Phone calls can go to answering machine and we respond at a convenient time.

Average calls: 3/daily

Role: Answer the helpline calls, use the charity's extensive range of information and materials to offer information and emotional peer to peer support to people with vasculitis, their families and friends. We don't provide medical advice, for this we signpost to clinicians.

Main Responsibilities and Duties:

- Provide high-quality information and support with an empathic and professional approach via telephone
- Accurate and timely data capture of enquiries using the helpline log
- Escalate difficult issues and queries in a timely and appropriate way

Expectations: to be able to work independently and proactively with minimal supervision as well as being a supportive team player. Need to be a good listener, be empathetic and have basic knowledge of vasculitis

Induction training and resources will be provided and support will be there if needed: we work as a team

Education: Level one and level two helpline course available on request

Knowledge of using Microsoft Excel or Google sheets is desirable