

<b>CARDIOMYOPATHY<sup>UK</sup></b>	
<b>Helpline Gateway Volunteer Role Description</b>	
<b>Volunteer Title</b>	Helpline Gateway Volunteer
<b>Reporting &amp; Accountable to</b>	Head of Services
<b>Contact</b>	Ali Thompson
<b>Hours</b>	Flexible

### **Helpline Gateway Volunteer Role**

The role contributes significantly to the delivery of Cardiomyopathy UK's core activity of providing support and information to individuals affected by cardiomyopathy. The helpline gateway volunteer will respond to all calls received via the national helpline and will triage each call to ensure transferral to the appropriate recipient.

The helpline gateway volunteer will provide the organisational first contact to callers and will be responsible for introducing the services available through the helpline and online. The helpline gateway volunteer will record all client identifier information and provide information relating to information days, local support groups and organisational events of interest.

### **Key Responsibilities**

#### **1.0 OPERATIONAL**

- 1.1 Provide an information triage service to callers contacting the Cardiomyopathy UK helpline. Offer a choice of clinical information from the nurses and lived experience from peer support volunteers. Refer media requests, fundraising and organisation specific calls to the Head Office.
- 1.2 Record sensitive client identification data and forward electronically to nurses / peer support volunteer once call has been transferred to the latter.
- 1.3 Ensure client contact details are accurate and that voicemails can be left should nurse / peer support volunteer be engaged and need to call the client back.
- 1.4 Regularly update own awareness of Cardiomyopathy UK's website content in particular dates and venues of support groups and information days, news articles and current issues of interest.
- 1.5 Demonstrate a good understanding of cardiomyopathy and the physical and psychological impact it can have upon people both those diagnosed and those supporting someone who has been diagnosed.
- 1.6 Demonstrate the ability to understand what support a caller is seeking and be able to signpost to other appropriate organisations if their primary need cannot be met by Cardiomyopathy UK.
- 1.7 Record and maintain availability records of peer support volunteers to ensure callers are not placed on hold for unnecessary periods of time.
- 1.8 Participate in all helpline monitoring and assessment exercises and end of year evaluations.

#### **2.0 POLICY AND ORGANISATIONAL DEVELOPMENT**

- 2.1 Maintain accurate records of client information in accordance with organisational data protection and confidentiality policies.
- 2.2 Participate in six weekly helpline conference call team meetings.
- 2.3 Undertake all necessary foundation and refresher training as arranged by Cardiomyopathy UK.
- 2.4 Participate in six weekly support and supervision sessions.
- 2.5 Read and sign agreement to abide by and uphold all Cardiomyopathy UK policies.

- 2.6 Ensure Cardiomyopathy UK's reputation as an authoritative and responsible information source is maintained and enhanced at all times.

**3.0 GENERAL**

- 3.1 Undertake additional duties as required in accordance with the responsibilities of the role.

**5.0 EQUAL OPPORTUNITIES**

Cardiomyopathy UK is committed to promoting equal opportunities and the post-holder has a role in ensuring equity in employment opportunities.

**6.0 HEALTH AND SAFETY**

- 6.1 In addition to any responsibilities specified within your role description above, it is your duty to:

- take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work
- co-operate with the employer in ensuring that all statutory and other requirements are complied with

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This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of Cardiomyopathy UK.

**Cardiomyopathy UK**

**PERSON SPECIFICATION**

### ROLE: Helpline Gateway Volunteer

	ESSENTIAL	DESIRABLE	EVIDENCE
<b>Qualifications</b>			
<ul style="list-style-type: none"> <li>A – Level English or equivalent</li> </ul>		√	Interview & documentation
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Evidence of volunteering in a client facing role</li> <li>Call handling skills</li> <li>Computer literacy</li> <li>Managing confidential information</li> </ul>	√  √ √	√	Application, interview & references
<b>Knowledge/Skills</b>			
<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> <li>Ability to lead projects to a conclusion</li> <li>Understanding of, and experience of managing, the process of change</li> <li>Ability to work proactively to the benefit of the charity</li> </ul>	√ √ √ √		Application & interview
<b>Personal Attributes</b>			
<ul style="list-style-type: none"> <li>Reliable and punctual</li> <li>Demonstrates self-motivation and organisational skills</li> <li>Flexible approach to work</li> </ul>	√ √ √		Interview