



Volunteering for the
support network

Helpline

“Endo has had a huge impact on my
life but I am learning to manage.
Support has been an important factor
whilst learning to cope.”

Endometriosis UK member 2004

50 Westminster Palace Gardens, Artillery Row, London SW1P 1RR

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www.endometriosis-uk.org

helpline:

0808 808 2227

Registered charity number: 1035810

Formerly The National Endometriosis Society

providing support increasing understanding

The helpline

The helpline is a vital part of the Charity's support services for people affected by endometriosis.

The helpline gives callers the chance to talk about their feelings and experience to a trained supportive listener.

The helpline volunteer's role

Helpline volunteers offer support, information and referrals to women with endometriosis and their families and friends. They do not offer advice of any kind, particularly medical or legal advice.

Volunteers work from their own homes, generally covering at least one shift a fortnight, with a shift lasting for 2-3 hours.

At present the helpline is open most evenings between 7pm and 10pm and at various times throughout the day.

Helpline volunteers need to have the ability to listen and be non-judgemental, have patience, empathy, calmness and keep the details of calls confidential.

It is also essential that helpline volunteers are able to speak knowledgeably about endometriosis, which is why all our helpline volunteers are people who have a personal experience of endometriosis.

It is important that you have access to a telephone in a quiet setting and that at times when you are on duty, you are able to give 100% focus to the role.

Training

All of our volunteers are provided with training to assist them in developing the skills required for their role. Initial training consists of an informal information day and a training weekend. There is also ongoing training in the form of an annual volunteers residential weekend.

Volunteers are only expected to attend the annual training every other year, although some enjoy meeting other volunteers and attend each year. All expenses are paid for by the Charity.

In addition, there is a support system in place if volunteers need to talk about particular calls they have taken.

The rewards of being a helpline volunteer are very special. One caller said:

"Thank you so much for listening and giving me the chance to be heard after so many years. I feel I can cope now."

Knowing that you, as a helpline volunteer, have helped a caller in that way can be immensely satisfying.

What do I do next?

If you are interested in becoming part of the helpline team, please complete the application form and return it using the enclosed pre-paid envelope.

If you have any further questions, please contact the Support Network Manager on 020 7222 2781, or email dhicks@endometriosis-uk.org.