



Role Outline – Helpline Volunteer

Our volunteers are at the core of our organisation, making up our Support Network, which allow us to reach and make a difference to those struggling with the effect endometriosis has on their lives. Without our Support Network volunteers, we would be unable to reach the thousands who rely on us for support and information.

How does this role make a difference?

Our Volunteer Helpline Team is a vital part of our volunteer Support Network. The helpline offers those with endometriosis a chance to talk about their feelings and experience to someone who knows exactly what they are going through. The rewards of being a Helpline Volunteer are very special - knowing that you have helped a caller can be immensely satisfying.

What will the role require me to do?

Your role is to provide a safe and supportive environment for those with endometriosis or family and partners to receive information about the condition **but not** advice. The caller should know that they can talk in confidence to a non-judgmental listener who will empathize but not sympathize.

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

So we can show how effective we are as a group, we ask you to keep logging sheets for calls you take and to use them to complete a Survey Monkey questionnaire. As a whole they become a useful tool for the advancement of the service.

What skills and experience are required?

No special qualifications are needed for this role, but access to a telephone in a comfortable quiet setting is essential. The following skills are required for the role:

- A well-developed 'listening ear'
- Ability to empathise with callers and not to over-sympathise
- Ability to speak authoritatively about endometriosis without embarrassment
- Ability to explain a complex disease in simple terms
- Ability provide information and not advice
- Personal experience of endometriosis or someone close to you with the condition
- You must be able to communicate with people from different backgrounds in a non-judgmental way



How much time is needed for the role?

Calls are diverted to you on rota basis where you should expect to be free and available for the two or three hours shift that you have nominated. Ideally, we ask that you can set a regular time and day of the week for your shift.

What training is provided?

All helpline volunteers receive training to ensure they have the necessary skills before becoming members of the team. If their application is successful, they are invited to our weekend training event. All reasonable expenses are paid for by Endometriosis UK. Our volunteers receive ongoing training via our ongoing training programmes, in office support and our regular newsletters.

How do I apply?

Fill out the application form that is available for download from the website and email it to support@endometriosis-uk.org.