Role Outline – Helpline Volunteer



We are looking for self-motivated and compassionate individuals to help deliver our Helpline service and make a difference to the lives of the 1.5 million in the UK who suffer from endometriosis.

The Helpline offers those with endometriosis a chance to share their feelings and experiences with someone who knows exactly what they are going through. Helpline Volunteers create a safe and welcoming environment, listen, provide emotional support and signposting individuals onto further information.

No special qualifications are needed for this role, but access to a telephone in a comfortable quiet setting is essential.

What will you do?

- Provide a safe and supportive environment for those with endometriosis or those connected them.
- Log all conversations using our processes. This is to show how effective the helpline service is and is essential for the advancement of the service.
- Raise awareness of endometriosis at a local level and represent Endometriosis UK's at a local level.
- Share approved information about the condition.
- Participate in national activities at a local level, e.g. Endometriosis Action Month
- Update the Support Network team and Head Office of activities.
- Report back on Helpline activity
- Act in line with our Volunteer policies and Code of Conduct.

Skills and experience needed

- Personal experience of endometriosis
- Excellent communication and interpersonal skills
- Ability to speak authoritatively about endometriosis without embarrassment and explain a complex disease in simple terms
- Ability to maintain professional boundaries.
- A well-developed 'listening ear'
- Ability to empathise with people and not to over-sympathise
- Ability to provide approved information and not advice.
- Awareness of the importance of confidentiality
- Ability to manage your own experiences and support needs
- Ability to communicate with people from different backgrounds in a non-judgmental way.
- Willing to take enquiries referred from other support services and Head Office.

'I have just called the helpline and I feel heard. Thank you so much. I have clarity on what my next should be. I've suffered since I was 14. I feel so grateful that I could make this call.''

Endometriosis UK Helpline Caller

Time and Location

You will need to be able to commit to this role for **a minimum of at least** 6 months.
Commit to a minimum of a **2 to 3 hour shift per week**, we will agree a routine time and day of the week for calls to be diverted to you.
This is a remote working role, based in the UK.

Training, Support and Expenses

You will be required to attend in-person induction training and have access to ongoing online training to support you in your role.
There will be ongoing support and supervision from Endometriosis UK's Support Network team.
All reasonable expenses are paid for by Endometriosis UK.

How to apply

If you are interested in this role, please keep an eye on our Volunteer | Endometriosis UK page for upcoming recruitment and training dates. When applications open, you can apply through our online application portal.

Successful candidates are invited to attend an online interview.
You must provide two-character references and be willing to undertake a basic Disclosure and Barring Service (DBS) check.
Suitable candidates are required to attend induction training, either in-person or online before starting in post.

We encourage interest and applications from those who identify as LGBTQIA+, as a person of colour, experiencing childlessness by choice and not by choice. We want to increase representation of these communities amongst our volunteer and service users.