



Role Outline – Web Chat Volunteer

We are looking for self-motivated and compassionate individuals to help deliver our brand new web chat service.

The web chat service offers those with endometriosis a chance to share their feelings and experience to someone who knows exactly what they are going through. You will be providing emotional support and signposting to further information, all through our web chat system. The rewards of being a web chat volunteer are very special - knowing that you have helped someone can be immensely satisfying.

What will the role require me to do?

- Provide a safe and supportive environment for those with endometriosis or those connected them, to receive information about the condition **but not** advice.
- Give opportunities for those with endometriosis to share in confidence to a non-judgmental person who will empathize but not sympathize.
- Signposting to further information and to approved organisations when needed.
- Accurately log all of your conversations using our processes. This is to show how effective the web chat service is, and is essential for the advancement of the service.
- Being proactive in keeping up to date on endometriosis and Endometriosis UK news.
- Act in line with our Volunteer policies and Code of Conduct.

You will play a key role in reaching the thousands who rely on us. Overall making an incredible difference.

What skills and experience are required?

No qualifications are needed for this role, but access to a computer/smart phone/tablet and the internet is essential.

- Ability to empathise and not sympathise
- Ability to write authoritatively about endometriosis without embarrassment
- Ability to explain a complex disease in simple terms
- Ability provide information and not advice
- Excellent written communication and interpersonal skills
- Personal experience of endometriosis or someone close to you with the condition
- Ability to communicate with people from different backgrounds in a non-judgmental way
- Willing to be trained on our web chat system
- Are able to commit to the role for at least 6 months.



Time and Location

Minimum 2-3 hour shift per week.

The web chat service is run on a rota basis. We will ask for a regular time and day of the week, which suits you as well as our opening hours.

This is a remote working role, based in the UK.

Role interview

w/c Monday 7th February – phone

Training

Friday 18th February 11am - 4pm – online

You will receive an induction and ongoing training (online) to ensure you have the necessary knowledge and skills to do your role.

Expenses

All reasonable expenses are paid for by Endometriosis UK.

When applying, please complete and submit the application form.