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| **Helpline volunteer – Role Description** |
| **Organisation** | Hourglass - safer ageing stopping abuse  |
| **About the organisation** | Hourglass is the only charity in the UK dedicated to calling time on the harm, abuse and exploitation of older people. We support older people experiencing, or at risk of, harm, abuse or exploitation, and work towards a fairer society for all older people. |
| **Position** | Helpline Volunteer |
| **Location of position** | Streatham office (however it is also possible to carry out the role from home in any part of the UK) |
| **Responsible to**  | England: Helpline ManagerScotland, Wales or NI: locally-based Project Coordinators  |
| **Support from** | Helpline Manager, Project Coordinators and other staff/volunteers |
| **Purpose of role** | Staff and volunteers working on our national Helpline provide confidential advice and support to callers from all 4 nations of the UK. The Helpline receives calls from older people, friends and families of victims, and professionals and agencies who may be referring victims of elder abuse to Hourglass.Our Helpline team provides information and support via telephone, email and other online methods, Volunteer play a vital frontline role in providing immediate advice and support, as well as referring on to other sources of support and expertise. |
| **Description of tasks** | ***Helpline calls and enquiries:**** To provide information, advice and support to older people relating to support options for older people experiencing (or at risk of abuse), and safer ageing. To provide accurate and appropriate information and support via telephone, email and other electronic methods, and assist callers to explore their options.
* To provide practical and initial emotional support to service users, assessing the nature of each call/enquiry and responding in an empathetic and supportive manner. To ensure service users receive advice and support which is appropriate to their needs in a non-judgmental manner and which clearly identifies realistic and achievable options.
* To explain safeguarding approaches to service users in a way that they can best understand, respecting their needs to receive as correct and as full information or advice as they are able to do, providing them with emotional support,

and treating them with dignity and respect.***Making referrals:**** To make safeguarding referrals and liaise on behalf of service users who request or require such support, pursuing conclusions that are satisfactory to the service user.
* To notify the Helpline Manager or a member of management of any circumstances in which there may be immediate risk to a caller and to take action as authorised.

***Sharing and logging information:**** To maintain Helpline records using our Customer Relationship Management (CRM) database and other internal records.
* To share relevant information relating to calls/enquiries with Helpline colleagues in line with organisational practice relating to data protection and confidentiality
* To identify service users who may be willing to speak to the media, bringing these to the attention of the Helpline Manager or other member of the management team.
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| **Time commitment** | Committed to the role for at least 6 months.Volunteers must be able to commit to at least 4 hours per week. The days and times are negotiable. Role is subject to a 3 month probation period |
| **Skills and experience** | We look for people who:* understand and empathise with the charity’s objectives
* are reliable and consistent
* have excellent listening and communication skills
* can listen constructively, analyse objectively, and provide advice and guidance in a non-judgemental and empathetic manner.
* can maintain confidentiality
* good IT skills to use our in-house call handling system and maintain Helpline records
* can work as part of a team
* can recognise their own boundaries and seek support when needed
* can demonstrate a positive attitude to older people and an interest in challenging elder abuse.
* have the ability to deal appropriately with sensitive issues.
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| **Other requirements** | * understand when it is necessary to seek support from more experienced colleagues or external agencies, and take appropriate action.
* able to recognise and work within personal and organisational boundaries
* attending helpline group meetings, relevant training sessions and adhering to health and safety regulations and to Hourglass abuse equal opportunities policy
* identify own needs for support, including emotional support, and use support services as needed.
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| **Training and support** | * Induction training will be provided and ongoing support is available.
* In house 3 Day Core Training Programme, plus various top-up training sessions
* Debriefing with Hourglass staff after calls
* Opportunity to attend and participate in external training events
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| **Expenses** | Travel and lunch expenses (when required to travel) |
| **Benefits of the role** | * The opportunity to use and develop skills and gain confidence
* Extensive training provided
* Get involved with the UK’s only elder abuse charity and build a network of colleagues and friends
* Playing a key role in raising awareness of elder abuse
* Making a difference – empowering others to combat elder abuse
* Attend yearly Hourglass conference – networking and building relationships in the workplace environment
* Valuable experience of volunteering that you can add to your CV
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**If you’d like to apply for this position, please complete and return the application form to:**

**Zainab El-Mailoudi**

**Helpline Manager**

**Hourglass**

**PO Box 60001**

**London SW16 9BY**

**Or Email completed applications to volunteers@wearehourglass.org**