 **Volunteering Opportunity:**

**Helpline Volunteer**

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| **Organisation** | Hourglass |
| **Who we are** | Hourglass is part of the well-established UK-wide charity, Hourglass (formerly Action on Elder Abuse), the only  UK-wide charity dedicated to calling time on the harm, abuse and exploitation of older people. We’re dedicated to promoting safer ageing and a fairer society for all older people; delivering a range of support services from prevention and early intervention, right through to direct support and recovery.  Hourglass are enhancing our community-led services to provide a range of support to help those who have experienced abuse or exploitation, as well as any older person who may be at risk. We’re therefore recruiting a team of volunteers to help us deliver frontline support to older people and others – can you help? |
| **Role title** | Helpline Volunteer |
| **Purpose of the role** | The Helpline team provides advice, information and support via telephone, email and other online methods to people experiencing, or at risk of, abuse, as well as referring on to other specialist services and organisations. |
| **Responsible to** | England: Helpline Manager  Scotland, Wales or NI: locally-based Project Co-ordinators |
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| **Time commitment** | * 4 hours per week (am or pm sessions) * Commit to staying with the service for a minimum of six months * The role is subject to a 3-month probation period |
| **Key tasks** | ***Helpline calls and enquiries:***   * Provide information about support options and safer ageing. * Explain safeguarding approaches to service users in a way that they can best understand. * 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 * Provide practical and personal support to service users, assessing the nature of each call/enquiry and responding in an empathetic and supportive manner. * Treat service users with dignity and respect   ***Making referrals:***   * Make safeguarding referrals and liaise on behalf of service users who request or require such support * Notify the Helpline or other Manager of any circumstances in which there may be immediate risk to a caller and take action as authorised.   ***Sharing and logging information:***   * Maintain Helpline records using the Customer Relationship Management (CRM) database and other internal records. * Share relevant information relating to calls/enquiries with Helpline colleagues in line with organisational practice relating to data protection and confidentiality * Identify service users who may be willing to speak to the media, bringing these to the attention of the Helpline Manager/management team. |
| **Location** | Currently home-based. |
| **Skills and experience required** | * Ideally looking for someone with relatable & professional experience such as, but not limited to, those from a care, finance, education, legal, HR, engineering or professional services background. * Demonstrate a positive attitude to older people and an interest in challenging abuse and promoting safer ageing * Actively listen and provide practical and emotional support to service users, assessing the nature of each call/enquiry and responding in an empathetic and supportive manner * Have the ability to deal appropriately with sensitive issues and with challenging or emotional callers * Excellent listening and communication skills * Maintain confidentiality * Good IT skills to use in-house call handling system and maintain Helpline records * Ability to work as part of a team and adapt to changing need * Able to manage own workload and meet deadlines * Understand when it is necessary and seek support from manager, colleagues or external agencies and take appropriate action * Carry out the role in accordance with Hourglass Policies and Procedures, including Health and Safety and Equality and Diversity |
| **Training and Support** | * 3-day in-house core Induction and Helpline Training Course * Bespoke/top-up Helpline training modules * Hourglass Volunteer Training Programme * Opportunities to attend and participate in external training events * 1:1 support, reviews and monitoring from Helpline Manager, Project Co-ordinators and other staff/volunteers * Debriefing available with Hourglass staff after Helpline calls |
| **Expenses** | Authorised travel and refreshments costs will be reimbursed |
| **Benefits to the volunteer** | * Make a difference – empowering others to combat abuse and promote safer ageing * Access to a range of training options * Use and develop skills and build confidence * Create a network of colleagues and friends * Gain experience of volunteering to develop personal and career plans |
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| **Offer of role is subject to** | * Minimum age 18 years + * Informal interview * Personal reference checks * DBS/PVG/AccessNI criminal records checks (if required) |

**For further information please contact:**

The Hourglass Team on; [volunteers@wearehourglass.org](mailto:volunteers@wearehourglass.org)

**To apply for this role please email your application form to** [volunteers@wearehourglass.org](mailto:volunteers@wearehourglass.org)

**Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07290092.**