



Helpline Volunteer Role Description

Role:	Helpline Volunteer
Accountable to:	Befriending and Volunteering Assistant/Senior Virtual Family Support Practitioner.
Role Objective:	To answer inbound and outbound contacts to our National support Helpline, offering support to those impacted by someone else's alcohol or drug use.
Time Commitment:	2-3 hours per week.

You will be helping people who are struggling through difficult and emotionally complex times and could be their first opportunity to receive support, making a big difference in their lives. Our goal is to capitalise on this contact, ensuring they receive robust emotional support as well as practical advice and guidance when signposting and referring on to appropriate services.

Responsibilities:

- Take in-bound and make outbound helpline calls offering empathetic and non-judgemental listening support
- Offer accurate and relevant resource/referral signposting
- Answer webchats from family members looking for support
- Use our call-handling and web-chat services confidently and professionally
- Provide information about local services available
- To uphold Scottish Families' principles, vision and values and abide by policies, procedures, and agreements.

Qualities, skills and requirements:

- Be reliable and committed.
- Be understanding of the complex needs of families who are impacted by someone else's alcohol or drug use.
- Have strong written and verbal communication skills and be a good listener.
- Be patient, empathetic and warm.
- You must have access to a laptop or mobile phone – this is a flexible post and can be home-based or office based, from our head office in Glasgow city centre.

Training and Support

- You will be required to attend compulsory induction training and will be offered further appropriate internal and external training.
- Ongoing support and supervision will be given by the Volunteering team either in person or via zoom/phone.
- Regular reviews will take place and an opportunity given for peer support through volunteer events and a Whatsapp/Facebook group with other volunteers.

- Regular newsletters, updates and news from Scottish Families will be sent to you by email.
- Reimbursement of out-of-pocket expenses, such as mileage or public transport costs, where applicable.
- Further training will be offered both in-house and externally to help build your skills and add to your CV.

We welcome applications from a diverse group of people – including those directly involved in our support services and fundraising, those with lived experience, or anyone interested in knowing more about and contributing to the work we do. Due to the nature of this role, volunteer helpline advisors will be required to get a PVG disclosure, there is no cost associated with this.

If this sounds like something you would be interested in, then then please fill out this form and we will be in touch. Alternatively, you can contact the volunteering team via email: volunteering@sfad.org.uk or via phone call: 07769226487