Role
Helpline Assistant – office based

Location
Towcester

Time commitment
A minimum of half a day a week (four hours)

Why we need you
The PSP Association (PSPA) Helpline and Information Service offers information, practical and emotional support to people living with PSP and CBD.

We are here to support:

- People living with PSP
- Carers, family members and friends
- Health and Social Care Professionals
- PSP Association staff and volunteers

We need volunteers to support the service offered by the PSPA Helpline by handling calls and making contact with people affected by PSP and CBD during the day.

What’s involved?
This is not a counselling role; however, it is essential anyone carrying out the role has excellent empathic listening skills and the ability to communicate clearly and effectively

Key Tasks

- To undertake the on-line learning and a follow up day in Towcester. Further appropriate training to aid your personal development will be available
- To keep up to date on PSP and relevant information
- To comply with the PSP Association’s policies including Equal Opportunities, Confidentiality, Data Protection and Safeguarding
- To ensure any information given is appropriate, accurate, timely and sensitively provided
- To complete individual records for every enquiry using a database
- To undertake the role in partnership with other volunteers and paid staff
- Be available for regular debriefings as part of ongoing personal development
- The volunteer is also responsible for accessing peer support, if necessary, after a shift.

Please note: Due to the potentially emotional content of this role we may not be able to consider applications from anyone who has suffered a close bereavement within the last 2 years.
What skills or experience do I need?

**Experience**
- Helpline work
- Personal experience of PSP
- Communicating sensitively with audiences from a wide range of backgrounds
- Understanding of health and social care landscape
- Understanding of terminal illness
- Access to internet and use of email is highly desirable

**Skills**
- Empathic and supportive
- Effective communicator
- Reliable
- Understanding of dealing with sensitive and confidential information
- Excellent listening skills
- Computer literate

What will I get out of volunteering?

**Volunteering in this role will allow you to:**
- Meet new people
- Gain new skills
- Enjoy a high level of personal fulfilment
- Enhance your organisational skills
- Increase your own knowledge and understanding of PSP and CBD and the wider work of PSPA
- Be part of the PSPA volunteer team and get involved in regular events and activities

**Training and support**
- On line learning to complete
- One day training at PSPA national office in Towcester
- Attendance at an annual development day
- Ongoing support and supervision from the helpline and information services manager.

**Volunteer expenses**
No volunteer should find themselves out of pocket because of expenses occurred when carrying out activities on our behalf. As a volunteer, you can claim expenses in line with the PSPA Expenses Policy

**Interested?**
For more information or if you have any questions or queries regarding this role please contact the volunteering team on 01327 356134 or at volunteering@pspassociation.org.uk
In most cases we will have a group local to where you live and more information can be found on our website: [www.pspassociation.org.uk](http://www.pspassociation.org.uk)

We would love to hear from you