

PSPA Volunteering

Role	Helpline Volunteer
Location	Home based
Time commitment	A minimum of 4 hours per month

Why we need you

Often, the evening is the time when, particularly carers, have the chance to talk to someone. They may call with a specific question, but when you ask "And how are you?" you are enabling them to open up and talk about how they are feeling. You can be that listening ear.

A few hours a month, during the evening, can make real difference. Our existing helpline team has formed a friendly, mutually supportive group but we need more volunteers to join them in this highly rewarding and worthwhile role.

What's involved?

- Offering emotional support and time to talk
- Explaining the range of support and services that PSPA can offer
- Keep up to date on all things relating to PSP & CBD and relevant information
- To ensure any information given is appropriate, accurate, timely and sensitively provided
- To complete records for each call
- To undertake the role in partnership with other volunteers and paid staff
- Access to a telephone line that can be used in private during allocated times.

What skills do I need?

- Able to communicate sensitively with individuals from a wide range of backgrounds
- Understanding of the health and social care landscape
- Understanding of terminal illness
- Effective communicator
- Reliable
- Understanding of dealing with sensitive and confidential information
- Excellent listening skills.

N.B. Access to the internet and use of email is essential

Rewards of becoming a Helpline Volunteer

- Increase your knowledge and understanding of PSP & CBD and the work of PSPA
- An opportunity for self-development
- The opportunity to meet new people and make new friends
- The opportunity to be valued as a part of a team

- Learn and develop valuable teamwork and people skills
- Make a difference to people living with PSP & CBD and their families.

Training

We offer a comprehensive learning package that can be completed in your own time and covers all aspects of the role. A visit to our offices in Milton Keynes as a final training day completes the process. This will also be an opportunity for you to meet and get to know members of staff and increase your understanding of the wider work of PSPA.

Interested?

For more information or if you have any questions or queries regarding this role please contact the volunteering team on 01327 356137 or volunteering@pspassociation.org.uk

We would love to hear from you!