

PSPA Volunteering

Role	Helpline Volunteer
Location	Home based
Time commitment	4 hours per month approx.

Why we need you

Helpline Volunteers are integral to PSPA. They enable us to extend our Helpline service into the evening on weekdays, giving families affected by PSP & CBD the opportunity to reach out for emotional and practical support when they need it.

A few hours a month, during the evening, can make real difference and enables us to provide a listening ear to callers. 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?

- Commit to 2-3 evening shifts a month, 7-9pm.
- Answer calls and offer emotional support and a listening ear.
- Explain the range of support and services that PSPA can offer.
- Signpost callers to relevant information where appropriate.
- Take accurate and detailed information for possible further support and referrals
- Ensure any information given is appropriate, accurate, timely and sensitively provided
- Complete report for each call
- 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

- 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!