

Volunteer Role Profile



Volunteer Role	National Support Line Operator Placement Volunteer
Volunteer Manager	Placement Manager
Where you will be based	Home

Why we want you

As a Support Line Operator on our National Support Line, working as part of a team on shifts, you will provide much-needed help over the telephone to people who have been directly affected by the Covid-19 pandemic, localised incidents, or are otherwise impacted by loneliness or practical difficulties.

Reference To be provided to the Volunteer Mobilisation team.

Location This role will be home-based, as the National Support Line 'virtual call centre' technology

Department UK Operations

Reporting to National Support Line team and/or shift supervisor

Hours This placement will last a maximum of 12 weeks volunteering for 3 days each week. The Support Line operates between 10am and 6pm every day of the week, including weekends. A briefing is provided before each shift, and a debriefing takes place at the end of each shift

Disclaimer Shifts patterns for support lines are established when a support line is set up to respond to a major incident or emergency. There is a requirement to arrive up to 30 minutes before the beginning of each shift to obtain a briefing and to attend a debriefing at the end of each shift.

We particularly invite applications from individuals with skills and experiences who can enhance the service's accessibility for members of minority, vulnerable and disadvantaged groups.

What you will be doing

- Receiving calls from members of the public who have been affected by COVID19
- Providing emotional support to distressed individuals
- Providing practical support to individuals such as information on the incident, signposting to other organisations, referrals for ongoing support and other advice specific to the incident
- Offering onward referral to relevant bodies as appropriate
- Receiving information from callers for referral purposes or for access to services specific to the incident

- Attending briefings and de-briefings delivered by the Support Line Supervisor
- Accurately recording information
- Identifying and raising Safeguarding concerns as appropriate

The skills you need

- You need to have good interpersonal, diplomacy, communication and teamwork skills although full training can be given for any technical requirements.
- Able to use emotional support skills, in a calm and responsible manner, while providing callers with practical support, and signposting as appropriate
- Strong IT skills and confident using a variety of software programmes, and have access to a quiet space, computer, telephone and internet connection
- Able to recognise the signs of stress in yourself and others and be aware of your support options
- Available to undertake training that is appropriate to the role
- Able to follow BRC policies and procedures
- Willing to uphold the Fundamental Principles and values of the International Red Cross and Red Crescent Movement and adhere to the Society's Equal Opportunities Policy

What's in it for you

- A full induction, with ongoing support and supervision throughout your placement
- Access to relevant in-house training and development opportunities, including British Red Cross intranet site, e-learning facility and one-to-one career sessions or career development workshops
- Valuable exposure to the work of the Red Cross in the UK and around the world
- A great opportunity to develop your existing skills and to gain new ones
- Reimbursement of reasonable out-of-pocket expenses when on duty
- Being a volunteer for the British Red Cross means that you can proudly say you are part of the world's largest humanitarian organisation, and one of our 13 million volunteers across the world.