

HELPDESK VOLUNTEER: JOB DESCRIPTION AND PERSON SPECIFICATION



Background information

The Helpdesk is the beating heart of Tourettes Action and as a minimum has to be maintained during the working week. We are also working on extending Helpdesk hours into the evening, and we will value the feedback we get from daytime volunteers as we set about this.

We are particularly looking for volunteers who can help us provide cover for our Helpdesk on Mondays and Tuesdays, during the working day (9am to 5pm), to supplement the work of our Services Officer who will work from Wednesday to Friday in the same role.

We will give full training in the role, but support will be available so that the volunteer can refer to a member of staff any calls which lie outside their area of expertise.

If the helpdesk is quiet on a particular day, we may invite the volunteer to research issues which are being thrown up by Helpdesk callers so as to improve the knowledge base (and therefore the Help service) for the future. There may be opportunities for further voluntary work as well, but it is entirely up to the volunteer to decide whether to accept invitations for this.

These posts are subject to enhanced CRB checks. Tourettes Action will pay for these but volunteers may not commence work before these have been carried out.

The Helpline is run from our office at Southbank House, Black Prince Road, London SE1 7SJ.

Job Purpose

To enable Tourettes Action to provide a Helpdesk between 9am and 5pm Monday to Friday throughout the year.

Job Description

1. To commit a minimum of four hours each week at the Tourettes Action office (near Vauxhall, London)
2. To receive telephone calls to 0845 458 1252 and emails to help@tourettes-action.org.uk and
 - decide whether the call/email is appropriate to the Helpdesk
 - listen to the caller/sender and explore what their needs are
 - provide appropriate information drawing on Tourettes Action's internal wiki as needed
 - provide appropriate emotional support
 - reroute inappropriate calls/emails to colleagues or elsewhere
3. To refer difficult calls/emails to the Research officer or Chief Executive, as available
4. To record the contact for statistical purposes
5. To note areas where the wiki is insufficient for further research
6. To undergo training and supervision appropriate to the role.

Person specification

Essential

1. Ability to empathise with callers without creating dependency or otherwise inappropriate relationship
2. Ability to provide non-judgemental and non-directive support to callers
3. Ability to maintain and respect confidentiality
4. Ability to commit to regular attendance at Tourette's Action's offices for training and to provide Helpdesk services

Desirable

1. Understanding of TS from personal perspective
2. Previous experience of working on a helpdesk
3. Experience of working with young people
4. Ability to use MS Outlook and Excell.

Further information

For an informal chat about the opportunities please ring Claire on 020 7793 2357 or Judith on 020 7793 2356, or email claire@tourettes-action.org.uk or jmkidd@tourettes-action.org.uk.

How to apply

Please send a copy of your CV with a covering letter to say why you are interested and how you meet the person specification. Please give details of your availability. Please send the information to our Chief Executive Judith Kidd at jmkidd@tourettes-action.org.uk.

Applications should reach her by 10th July 2009.