

Volunteering for Unlock

Role Description

<i>Volunteer Title:</i>	Helpline monitoring Volunteer
<i>Reporting to:</i>	Advice Manager
<i>Location:</i>	Maidstone, Kent. (Office-based)
<i>Organisation:</i>	Unlock is an innovative and independent charity. Founded in 1999 it is a well-established and highly respected social inclusion charity
<i>Role:</i>	This role is part of Unlock's helpline team, following up with clients to ensure that the needs of users of the helpline have been met.
<i>Job objectives:</i>	To follow up with those who contact the helpline, following a systematic approach to monitoring outcomes
<i>Main tasks:</i>	<ol style="list-style-type: none">1. Follow up with clients to find out how Unlock's information/advice had assisted them in dealing with their specific problem/issue and getting general feedback on how accurate/useful the information/advice provided had been.2. Completing the internal monitoring tools that the charity has in place.3. Flagging up any concerns/complaints with the advice manager or helpline co-ordinator4. To raise awareness of the Helpline and Unlock's other services.5. Other administrative tasks as required.
<i>Commitment:</i>	Two days per week minimum, 9 am to 5 pm Minimum 6 months.
<i>Expenses:</i>	Travel costs can be covered for volunteers where agreed in advance (and up to a maximum of £15 per day)

Person Specification

	Essential	Desirable
Experience		<ul style="list-style-type: none"> • Experience of working in an office • Worked successfully in a small team
Disposition	<ul style="list-style-type: none"> • Friendly, outgoing and confident • Honest and straightforward • Caring and supportive • Self-motivated, able to work without heavy supervision 	
Skills / Abilities	<ul style="list-style-type: none"> • Good listening, inter-personal and general communication skills • Effective time planning • Working with spreadsheets and other monitoring systems • Completing paperwork • Confident on the phone and using a computer (including sending emails) 	
Specialist knowledge	<ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • Criminal Justice processes and relevant support agencies
Education/ training	<ul style="list-style-type: none"> • Good level of literacy • Good level of numeracy • Confident using Microsoft Word • Experience using email 	<ul style="list-style-type: none"> • GCSE English & Maths (A*-C) • A Levels, HNC or equivalent • Advanced level Microsoft Office • NVQ in Advice or similar.