

Volunteering for Unlock

Role Description

<i>Volunteer Title:</i>	Helpline Advisor
<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>	The holder of this post will form part of Unlock's peer-led Helpline, ensuring that people with convictions have access to the most trusted, high quality, independent, relevant information to support their needs and aspirations.
<i>Job objectives:</i>	To provide high quality, relevant, up-to-date information, to people with previous convictions, their friends, families and supporters.
<i>Main tasks:</i>	<ol style="list-style-type: none">1. Provide information and support to people with previous convictions, their friends, families and supporters, by telephone, email, letter and via the online forum.2. Expand and improve the information the charity provides using internet research and contacting other organisations by phone and email.3. Monitor and report on information services provided.4. Carry out a range of administrative tasks as required.
<i>Commitment:</i>	Ideally two-days per week (one day 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)
<i>Criminal records:</i>	This role is covered by the Rehabilitation of Offenders Act 1974

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A person with past convictions • Experience in a customer-facing role 	<ul style="list-style-type: none"> • Provided information/advice to people with convictions • 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 • Problem solving • Organisational skills • Confident on the phone and using a computer (including sending emails) 	<ul style="list-style-type: none"> • Providing advice • Carrying out research • Completing paperwork • Dealing with difficult situations
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.