

Volunteering for Unlock

Role Description

<i>Volunteer Title:</i>	Web chat 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. We assist people to move on positively with their lives by empowering them with information, advice and support to overcome the stigma of their previous convictions.
<i>Role:</i>	Following a successful pilot in early 2019, the holder of this post will help us to integrate webchat into the way we support individuals online. The role forms 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 primarily using web chat
<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, using webchat. Webchat is a system that allows individuals to communicate with us using an online interface via our information site.2. To support individuals with their online journey, helping them navigate to appropriate pages on the Unlock information hub site.3. To identify where callers have been treated unfairly or experienced discrimination in order to assist Unlock in challenging and supporting employers to recruit people with convictions.5. Keep accurate details of web chat conversations on our internal management systems including feedback and outcomes.

6. Report any web issues to the advice manager and feedback to the activities team any recommendations for future development of webchat.

General tasks:

1. Attend regular supervision meetings with the advice manager.
2. Ensure and maintain the confidentiality of information of callers to the service.
3. Abide at all times by Unlock's Equality and Diversity Policy
4. Keep knowledge up to date through continuous professional development including sharing good practice and attending any training provided.

Commitment:

Ideally two-days per week (one day per week minimum), 9 am to 5 pm
Minimum 6 months.

Expenses:

Travel costs can be covered for volunteers where agreed in advance (and up to a maximum of £15 per day)

Criminal records:

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"> • Providing 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 • Show empathy and treat individuals in a non-judgemental way 	
Skills / Abilities	<ul style="list-style-type: none"> • Good written communication skills with a high level of spelling & grammar • Ability to record information accurately using a computer database • Good knowledge of IT • Ability to work under pressure • Problem solving • Organisational skills 	<ul style="list-style-type: none"> • Providing advice • Carrying out research • Dealing with difficult situations
Specialist knowledge	<ul style="list-style-type: none"> • None required 	<ul style="list-style-type: none"> • Criminal Justice processes, criminal record checks 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.