

SPINAL INJURIES ASSOCIATION VOLUNTEER ADVICE LINE COVER

Spinal Injuries Association (SIA) is the expert voice and leading source of support and information for people with a spinal cord injury and their families. The daily experiences of our members, - their concerns, challenges and aspirations – drive our work and our vision for a fulfilled life for everyone affected by spinal cord injury.

Our Vision – a fulfilled life for everyone affected by spinal cord injury.

Our Purpose - to be in partnership with the spinal cord injury community to create quality and equality of life by campaigning, educating and supporting.

SIA has credibility and expertise on spinal cord injury, an extensive network of contacts across the health and social care sectors, and support from a valuable range of individuals and corporate partners. We have the potential and the ambition to build further support and expand the reach and effectiveness of our services.

We are looking for a volunteer to assist our Advice and Advocacy team someone with drive and ambition, who is keen and committed to learning and who can provide phone cover.

AIM OF THE ROLE

Our Advice Line is here to help people understand more about spinal cord injury and provide the support and practical information that they need for daily living. This is a busy area and support in this department will enable us to do that bit more.

We are looking for a volunteer to assist the team specifically covering the phone. This is an important area of the charity; volunteers are encouraged to apply for this role if they feel they can make a difference. The advice line for many is a first point of contact and so we need to ensure we are able to meet the demands of callers as well as provide up to date and useful information tailored by each caller's needs.

SKILLS AND EXPERIENCE

- Good communication skills, both written and verbal.
- Possess a pleasant, friendly and outgoing manner.
- Have a flexible approach to work with the ability to work on own and as part of a team.
- Good interpersonal skills with an excellent telephone manner.
- Someone who is interested in making a difference.
- Excellent attention to detail.
- Reliable and trustworthy.
- Experience in working on an advice line, but not essential.
- Someone who is interested in providing information and helping others.

- Committed to continuous improvement of the Information & Advice Service.
- Have an understanding of the importance of maintaining confidentiality at all times.
- Have an understanding of and empathy for people with different backgrounds and life experiences to your own.

YOUR COMMITMENT

In order to apply for this role you will need to:

- Have a good and relevant mix of skills.
- Commit to 1 day per week.
- Be prepared to maintain regular communication with our Advice Line Officer and HR and Volunteer Coordinator.
- Be prepared to adhere to SIA Policies and Procedures.
- Be willing to commit to SIA's vision, mission and values.
- Willing to undertake training when necessary.

TASKS AND RESPONSIBILITIES

Volunteers will be expected to undertake the following:

- Provide phone cover and assistance to the Advice Line Officer, taking messages and passing onto the appropriate team and person.
- Checking information sheets are up to date and website links work.
- Creating new records on the database.
- Helping keep new and existing records up to date.
- Sending out information via post and email.
- Carrying out research that can be passed onto callers –signposting them to appropriate services.

WHAT WE CAN OFFER YOU

There are many benefits to volunteering; here is why getting involved could be good for you!

- Volunteering can help develop new skills and enhance current ones.
- You will gain valuable work experience to add to your CV and future job applications.
- Volunteering is a way of meeting new people and can help build confidence not just in yourself but also in others.
- It is a chance to give back to the SCI community.
- Getting involved could provide opportunities for you to engage with different aspects of SIA's work, such as campaigning or fundraising.
- We will provide you with any training necessary to the role.
- We will reimburse you for any out of pocket expenses.
- We will make sure that you feel supported in your role.
- We will do our best to ensure your volunteering experience is both rewarding and enjoyable
- Provide an opportunity for you to share your skills and knowledge with others.

INTERESTED IN MAKING A DIFFERENCE

If you are interested in this role and feel you have the desired attributes please contact HR and Volunteer Coordinator Jen Sims j.sims@spinal.co.uk or 01908 604191 for more information and an informal discussion.