

Helpline Volunteer

Can you help support our 24-hour Stoma Helpline?

The Colostomy UK Stoma Helpline operates 7 days a week, 24 hours a day, 365 days of the year. The Helpline provides confidential support and advice to people living with stomas, their families, carers and friends.



What will you do?

The role of the Helpline Volunteer is to provide experience-based support, reassurance and guidance on the Telephone Helpline, responding to the individuals needs as required.

You will be providing direct and immediate support to callers to the helpline, providing experience-based support, reassurance and advice. You will also be signposting to other relevant support and information.

We have a monthly rota, and you can sign up for the time slots that work best for you, even if it is just for a few hours. Shifts can be scheduled for the same day and time each week, or vary, as suits you.

What qualities and skills will you need?

In order to provide experience-based support, we welcome applications from ostomates and those who have experience of living with a stoma.

- You will have good listening skills and be able to be empathetic with other ostomates.
- You will be confident speaking on the telephone.
- You are able to work as part of a remote team
- You will be understanding of the need to provide neutral and impartial advice and guidance.
- You will be required to have access to a mobile Telephone or landline and are happy to receive anonymously diverted calls to your chosen device.
- Access to the internet would be desirable.
- Complete relevant paperwork and call notes as part of your role.
- Good understanding of our charity and the support we offer.

How will we support you?

All our volunteers receive comprehensive training, and we offer ongoing support from our office team. We have monthly volunteer meetings, and you can contact the office team Monday-Friday 9-5pm.

You will be part of our WhatsApp group which includes other volunteers and the office team, so if you are ever unsure on how to help someone, others can help. Members of the WhatsApp group are happy to be contacted out of hours so very available if needed.

We'll buddy you with an established volunteer who can support you in the initial few weeks.

Can you help out?

Please contact Volunteers Manager Ria on ria.robinson@colostomyuk.org **We'd love to hear from you!**

You will need to complete the relevant training for the role. The post is subject to an enhanced DBS check. You will be asked to complete an application form, video interview and provide 2 satisfactory references.