

Volunteer Telephony Support Advice and Information Service

Role Description

Your role within the organisation will be to support the increased demand within our telephony team. Calls range from general enquires with people wanting information around disability equipment, providers, Radar keys, accessibility etc. However, the majority of calls are focused on Welfare Benefit forms, issues, barriers and calculations.

On a typical session you will receive a number of calls that you will be able to deal with instantly, calls that will need a person's details taken and input into a client management software program and passed upwards to a qualified advisor. Finally, there may be the need for further research by you with the client contacted back by yourself or a colleague later.

Your role will be within a triage system (**Telephony – Advisor – Caseworker**) so you will only deliver the part of this service that training determines, there will however be clear scope to advance within this system with further training opportunities, - **you will not be expected or able to give any welfare benefit advice within this role without specific Advisor training.**

You will be working within a pan disability organisation so the client group will be diverse and include mental ill health, learning difficulties, physical and sensory disabilities. Nearly all will be considered vulnerable and a fully enhanced Disclosure (DBS) will be sought before taking up role.

The role dictates a high level of clarity and accuracy over all information taken by you and subsequently any work undertaken by you, whilst also adhering to strict data protection protocol. Customer service skills and the ability to deal with challenge is advantageous to this role. However, training is available for suitable applicants.

Skills needed for role

We require for this role individuals with a pleasant and empathetic manner who are motivated and dedicated to making a difference.

A good standard of both written and spoken English is a must.

Volunteer – General Information – Telephony

Monies	Volunteers are not paid for their time, but travel and any additional agreed out of pocket expenses are claimable. Volunteers can receive an expenses form from the Volunteer Coordinator. Preferred method is BACS, other payment methods available with prior agreement.
Insurance	All volunteers are covered by our own Public Liability insurance whilst on premises. When Volunteering off site you will still be covered by Public Liability either by Disability Solutions or a third parties' policy.
Hours	This role requires a minimum of 3 hours per week. Note: If you are in receipt of certain benefits and are worried about how these will be affected by Volunteering it is advisable to speak to either your local benefits office or our Volunteer Coordinator.
Holidays	Notice of any holidays that will affect your normal volunteer hours can be given verbally or ideally in writing to the Volunteer Coordinator – With as much advanced notice as possible to help plan cover.
Sickness	Notification to Volunteer Coordinator and Department (your role) Manager as soon as possible to arrange cover. If a period of absence extends beyond 6 weeks, re-training or back to work interview may sometimes be necessary.
Base location	Our main office for Disability Solutions is situated within The North Staffordshire Medical Institute, Hartshill Road, Hartshill, Stoke on Trent ST4 7NY. Some volunteer opportunities will involve roles out of office within North Staffordshire, Newcastle under Lyme and Moorlands.
Responsible to	Volunteer Coordinator and Department Manager

