**VOLUNTEER ROLE DESCRIPTION**

**Post Title: Safeguarding Helpline Volunteer**

**Location:**  Office or Remote

**Hours:** Minimum 7 hours per week

**Accountable to:** Helpline Manager

**Responsible for:** No Reports

**DBS Eligibility:**  Basic checks

*Please note that this position is not deemed to meet eligibility for an enhanced level DBS check. However, the post-holder will be expected to supply a self-declaration and a Basic Criminal Records Disclosure Certificate prior to commencement of employment as part of our Safer Recruitment Policy.*

**A. Main Responsibilities**

Support the Safeguarding Helpline Team to maintain an efficient service.

**B. Specific Responsibilities**

1. Answer incoming calls as a first point of contact.
2. Open a referral and complete basic details about the caller, passing call to an appropriate team member.
3. Open emails and transfer information to a referral, before passing on to an appropriate team member
4. Answering basic questions when taking a call
5. Assisting safeguarding team with general administration

**Benefits to Thirtyone:eight:**

This role will be instrumental in helping us to work in a more efficient way and ensuring an excellent service is given to our customers.

**Benefits to you:**

The satisfaction of knowing you are making a difference and helping us to achieve our vision (Our vision is a world where every child and adult can feel, and be, safe.)

The opportunity to learn new skills and gain experience whilst being a key part of our team.

**PERSON SPECIFICATION**

**A. Essential Personal Characteristics and Qualities**

1. Honesty
2. Integrity
3. Openness
4. Collaborative
5. Solution-focused
6. Learning
7. Creative
8. Fair
9. Committed
10. Passionate

**B. Skills, Experience and Motivation**

1. IT proficient and confident using different microsoft systems (all necessary training will be given though).
2. Thorough approach to work and a good attention to detail.
3. Ability to remain motivated during repetitive tasks.
4. Understanding of the importance of confidentiality.
5. Demonstrate an excellent level of customer service, care and empathy.