

Helpline Operator Role Description

About The Pituitary Foundation

The Pituitary Foundation is a national support and information organisation for pituitary patients, their families, friends and carers. We are the UK's leading charity providing support to people affected by disorders of the pituitary gland such as acromegaly, Cushing's, prolactinoma, diabetes insipidus and hypopituitarism.

We are a small charity, with ten members of staff, some based remotely and some in our Bristol office. We have a team of brilliant volunteers across the country, supporting our work and reaching new patients.

About this opportunity

The heart of our work is our patient support and Information Helpline, where we offer active listening, general information, emotional support and signposting.

We are looking for a Helpline operator to take calls from pituitary patients, carers, friends and other callers who are seeking information, signposting and support.

Your volunteering support will make a big difference to our small charity.

What you will need:

- A quiet space where you can take calls, ensuring strict confidentiality at your end of the conversation.
- Be able to commit to your agreed shifts, giving ample notice if plans change.
- Understand the basics about pituitary conditions in order to offer understanding and guidance.
- Listen actively and effectively, without interruption of caller and with concentration to caller's needs and concerns.
- Report any concerns about uncomfortable or inappropriate calls to the Head of Patient & Family Services at your earliest convenience.
- Familiarise yourself with the variety of Pituitary Foundation resources and services available, including internal and external referral contacts, the navigation of The Foundation website (for your resource as well as to inform callers of more information available), pituitary specialty clinics and other organisations outside of The Foundation. (All information will be sent in your welcome pack).
- Provide good signposting where needed, to staff member or other organisation; offer of further information such as, Foundation booklets, endocrine nurse service, website, telephone buddies, Local Support Groups.
- Provide statistics of calls through notes taken, then completed on spread sheets provided.
- At recruitment, all Helpline Operators must be willing to apply for role, submit to a short interview and supply references, which will be contacted by The Foundation.
- Helpline Operators must sign and abide by The Foundation's Confidentiality Policy and Code of Conduct.
- Helpline Operators must read and understand The Helpline Handbook and access training opportunities (and any further training) as invited to attend that The Foundation may provide.

Important Notes:

- The Patient Support and Information Helpline is not a medical advice line. All Helpline Operators are not permitted to give medical advice or assume a diagnosis.
- Helpline Operators should not keep any personal notes or records about callers, only for a period of one month to complete monthly stats. All notes should be destroyed appropriately.
- All volunteers must remember that they are representing The Foundation in their dealings as a volunteer.

Is this role for you?

We expect that this opportunity will suit someone who has:

- Effective listening skills
- Empathy
- An understanding of boundaries of giving appropriate information, not advice (training is offered).
- An ability to remain neutral if the caller has a grievance against a clinician or hospital.
- Listen with non-judgement, even if a caller reports a personal circumstance that the operator may find offensive.
- An ability to keep all calls confidential, including having private space where they can take calls in a confidential manner.
- Basic IT skills and access to a computer or laptop (for recording data)
- An interest in, and appreciation of, the work we do

Volunteers may wish to consider if they are willing to use self-disclosure (sharing their own experiences) if appropriate.

Agreement

We require all our volunteers to:

- Sign and abide by The Pituitary Foundation's Confidentiality Policy and Code of Conduct
- Read and understand The Office Volunteer Handbook
- Commit to at least 6 months volunteering at agreed times

We will provide our volunteers with:

- Our Volunteers Handbook, which contains a wealth of information about the charity and our volunteers
- Pituitary Foundation information leaflets and newsletters
- Support from a designated member of staff including availability to de-brief after difficult calls.
- Regular e-mail updates from The Pituitary Foundation
- Ongoing volunteer training - as funding allows
- Free membership subscription to The Pituitary Foundation throughout tenure as active volunteer

Inclusion

The Pituitary Foundation believes in diversity and equality. We especially welcome volunteers who are under-represented within the charity sector. We know that in diversity is strength and we look forward to hearing from all interested applicants.

Details

Number of days per week: The Helpline operates Monday to Friday, 10:00am to 4:00pm, except bank holidays. Volunteer shifts would either be mornings or afternoons (3 hours), on a dedicated weekly basis, for example one morning every week, or as reliable cover on a requested, regular basis.

Location: This role is home based. You will need a phone line and a quiet space where you can take calls and maintain confidentiality.

Remuneration: Reasonable expenses will be covered where agreed in advance.

How to Apply

If you feel this opportunity is of interest to you please contact admin@pituitary.org.uk, providing a little bit of information about your relevant experience and skills.

We will contact you for a short, informal meeting via phone or virtual meeting, to understand your experience.

We will ask you for two referees. These may be past employers or people who know you well (but not your family).

Deadline for applications

Monday 5th September at 9am.