

**Helpline Volunteers**  
**Location: Stirling**  
**Hours: 2-3 hours weekly.**  
**All reasonable out of pocket expenses will be paid**

We are seeking three enthusiastic and sensitive volunteers with a good knowledge of dyslexia (training will be provided) to answer telephone calls and emails to our National Helpline.

Dyslexia Scotland is the voluntary organisation representing the needs and interests of dyslexic people in Scotland. Our Helpline receives around 1700 calls each year from parents, adults and a range of agencies that support or employ dyslexic people.

Applicants should have excellent listening skills and the ability to put people at ease on the telephone. They should be able to keep a level head when dealing with distressing, angry or difficult calls and have a proven working knowledge of dyslexia. Further information is outlined below

Volunteers will be expected to take part in induction training with Dyslexia Scotland plus some follow up training. This training aims to ensure that potential volunteer Helpline advisers are aware of the requirements of the role, and that they have the information, knowledge and confidence, to carry out that role.

We plan to begin induction training in March 2017 – dates tbc.

**Volunteer Role and Task Description: Helpline Volunteer**

**Tasks**

- To answer telephone helpline calls (opening hours: Monday to Thursday 10 am – 4.30 pm; Friday 10am – 4pm)
- To follow Helpline Policy, Procedures and Guidelines
- To check websites for information to help callers
- To answer email enquiries to the helpline during its opening times
- To record this information on the Telephone Helpline Monitoring Forms and our database for statistical collation, monitoring purposes or for later action by an appointed person.

continued overleaf...

## **Essential Skills, qualities, and interest required to undertake these tasks**

- Excellent listening skills
- Ability to put people at ease on the telephone
- Ability to be objective, as advisers may only hear one side of the story
- Ability to be non confrontational
- Ability to extract essential information from distressed enquirers in order to provide support
- Ability to keep a level head when dealing with distressing, angry or difficult calls
- Knowledge of dyslexia
- Ability to ask others for advice when unsure how to respond
- Basic IT skills to check internet sites, reply to emails and record queries
- Ability to extract essential information from distressed enquirers to provide support
- Ability to take notes while answering a call
- Ability to record information clearly in a monitoring form after the call

## **Desirable Skills, qualities and interests required to undertake these tasks**

- Experience of working in the charity sector
- Experience of volunteering
- A good understanding of dyslexia
- Knowledge of the Scottish education system and relevant legal issues
- Willingness to carry out other tasks during quiet times
- Previous experience of working on a helpline

Dyslexia Scotland will undertake PVG Checks for Helpline volunteers as they will be providing advice and guidance over the telephone to protected adults and children. Volunteers will be asked to provide references on application.

Dyslexia Scotland operates an Equal Opportunities Policy. This is available on request from a member of staff. Dyslexia Scotland's General and Helpline Confidentiality, Health and Safety and Volunteering Policies and Procedures apply to Helpline volunteers. Helpline volunteers are expected to follow the Policy, Procedures and Guidelines, all aspects of which will be covered during the training and induction period.