

## **NPS Volunteer Telephone Helpline Worker Person Specification**

### **Essential criteria:**

- **Must have an understanding of/interest in anxiety disorders**
- **Must be able to agree to a specific shift each week to take calls**
- **Must be empathic and supportive to callers**
- **Must be willing to undertake initial training and ongoing personal development**
- **To be empathic and understanding**
- **Ability to communicate clearly and effectively**
- **To have a clear knowledge of the services that NPS provides and to be able to communicate this to callers.**
- **To have understanding and acceptance of NPS equal opportunities, confidentiality policies, code of conduct and complaints procedure**
- **To be able to deal with those affected by anxiety in a sensitive and caring manner**
- **Ability to provide information and support to callers**

### **Desirable criteria:**

- ❖ **To have insight and self-knowledge of own specific personal anxiety disorder**
- ❖ **To show a level of consistency and commitment to working with NPS for at least 6 months-1 year**

**Willingness to learn is viewed by the NPS as a highly desirable quality. If you feel that you do not meet all of the above essential criteria, however, you are willing to learn, your application will still be considered for a volunteer position.**

## NPS Volunteer Telephone Helpline Worker Role Description

- ❖ To take calls in a friendly and supportive office environment from callers affected by anxiety on a national helpline service
- ❖ To provide information on anxiety, NPS services and related issues to callers
- ❖ To provide empathic listening (**not counselling**) to callers looking for support
- ❖ To attend regular supervision and training where necessary
- ❖ To complete general administrative duties where appropriate
- ❖ To assist with cover on the extended helpline where appropriate
- ❖ To report to NPS on a regular basis, providing information on calls etc.
- ❖ To promote membership to callers where appropriate by providing information of relevant NPS services
- ❖ To complete records of shift attendance
- ❖ To remain up to date on anxiety and relevant information
- ❖ To maintain personal development through reflection
- ❖ To be flexible and accommodating in the covering of helpline shifts
- ❖ To provide NPS with adequate notice of any holidays, absences etc.