

NPS Specialist Helpline Volunteer Person Specification

Essential criteria:

- **Must have a landline telephone (not a mobile)**
- **Must have personal experience of anxiety disorders**
- **Must be able to set aside a specific time each week for members affected by anxiety to make contact**
- **To be empathic and understanding**
- **Ability to communicate clearly and effectively**
- **Must be willing to undertake ongoing personal development**
- **Ability to empathise and encourage others experiencing anxiety disorders**
- **To have understanding and acceptance of NPS equal opportunities, confidentiality policies, code of conduct and complaints procedure**
- **Ability to regularly feedback to NPS**
- **To have a clear knowledge of the services that NPS provides and to be able to communicate this to callers.**
- **Ability provide support to those affected by anxiety**
- **To be able to deal with those affected by anxiety in a sensitive and caring manner**

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 a 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 Area Representative Role Description

The role of a Specialist Helpline Worker is:

- ❖ To take calls at a designated time from NPS members regarding a specific anxiety disorder.
- ❖ To provide support, information and empathic listening on a specific anxiety disorder, including coping strategies, reducing isolation and encouraging treatment
- ❖ To provide a safe and confidential environment for NPS members to discuss their experiences of anxiety disorders.
- ❖ To exchange information and discuss ways of managing anxiety
- ❖ To complete monitoring and call logging sheets and submit these to NPS at regular intervals.
- ❖ To adhere to the NPS code of conduct, equal opportunities, confidentiality policies and complaints procedure
- ❖ To provide NPS with adequate notice of any holidays, absences etc.
- ❖ To attend regular supervision sessions (via teleconference)
- ❖ To remain up to date on anxiety and relevant information

The role of a specialist helpline worker is not:

- ❖ To provide a counselling service. The specialist helpliner is there to listen and to support, **not** to counsell members.
- ❖ To offer advice. Information and suggestions may be given
- ❖ To deal with calls outside of their remit. Specialist helpline volunteers should not be dealing with calls unrelated to anxiety.
- ❖ To provide a befriending service.