



SICKLE CELL SOCIETY VOLUNTEER ROLE DESCRIPTION

Role Title:	Helpline & Information Assistant
Responsible to:	Valerie Oldfield – Helpline & Information Officer
Where (Location):	Predominately home-based, until we are able to resume face to face activities
Time commitment:	Commit to one or two days a week for 2 or 3 hours per day
About The Sickle Cell Society	The Sickle Cell Society supports and represents people affected by sickle cell disease to improve their overall quality of life. Please visit our FAQ's and other areas on our website to find out more of what we do. https://www.sicklecellsociety.org/faqs/
Role description:	As a Helpline & Information Assistant you will work alongside the two Helpline & Information Officers and assist with general tasks to ensure the helpline and information service support individuals efficiently and effectively.
Main tasks:	To input data via MS Forms, sourcing and updating information, to assist with online and in person stall events, may assist with quarterly reports.
Required skills, qualities and experience	<ul style="list-style-type: none">- A keen interest in organising and contributing into an information and helpline system- Proficient IT skills- Good attention to detail- Confident using searching the internet- Some experience in administration- Comfortable initiating contact with individuals, organizations and groups- Able to work individually and part of a team- A friendly and approachable manner- Ability to volunteer independently within established guidelines

Why should I volunteer?	<p>Through this role you will:</p> <ul style="list-style-type: none"> • Be able to use your work, education and/ or personal networks to help improve the lives of children and families affected by sickle cell. • Develop team working skills • Exercise your time management skills • Build on your organisation skills • Grow in confidence • Develop your communication skills • Obtain satisfaction that the work you do contribute to positive impact for individuals and the awareness of sickle cell • Take part in a flexible and rewarding volunteer opportunity that you can fit around your professional and personal commitments • Learn more about the work of the Sickle Cell Society and sickle cell.
Training and support available:	- Ongoing support from your supervisor.
Any other Requirements	Ability to attend regular training sessions which will take place virtually.
Recruitment process:	Application form, two references, an informal interview, DBS check and a trial period.
Date role created:	October 2020
Date role reviewed:	

To apply for this volunteer role, please complete our Volunteer Application Form, attached.

If you have any questions about volunteering with us, please contact:

Valerie Oldfield - Monday, Tuesday and Wednesday :- 07809-736089

Sheri Ponle – Thursday and Friday :- 020-8963-7794

Email: info@sicklecellsociety.org

Please become a member of the Sickle Cell Society – it's free and you'll be kept informed of all of our work through monthly e-bulletins: <https://www.sicklecellsociety.org/membership/>