

Thank you for your interest in becoming a volunteer for OCD-UK. Whatever your motivation - we truly value your contribution - however much time you have to give.

We want to facilitate a safe support environment for people affected by OCD and to provide factual and accurate information and support.

There are two primary functions of the email support, firstly to respond to emails from the public and provide them with the basic information and support, also offering a 'listening ear' in a supportive and friendly way. The second function is to pass all administration, fundraising and volunteer queries to the OCD-UK office.

This role will involve logging into the OCD-UK email software and responding to emails submitted to the charity. These will vary from people seeking support for themselves, health professionals to family members.

When a sufferer first reaches out for help and advice about their OCD, it is vital that they receive a prompt and accurate response, which could be a lifeline and be the difference between someone seeking medical treatment or putting it off. This is a crucial frontline support role.

Full training will be provided to use the email support software and how OCD-UK would like emails responded. You will not need to respond to anything you feel unable to answer or from your own private email address.

As the charity grows more emails will be submitted and we are looking to eventually have a response time of less than 2 hours for all emails. This role is open time wise, depending on how much time you wish to give. You will not be expected to log in daily, but we are looking for a regular commitment.

The main duties and responsibilities are: (training documentation will be provided)

- ◆ To be familiar with the OCD-UK and the services provided and details of membership
- ◆ To login and respond to emails in an environment that is quiet with no interruptions or third party overlooking your work
- ◆ To explain to emails asking about a diagnoses that we are unable to diagnose and only a trained medical professional can do that
- ◆ Remain calm and professional at all times, even if you or the charity are being abused or suspect a prank email
- ◆ To deal with emails as efficiently as possible, without making the user feel rushed or given too brief replies
- ◆ Log in and out of the system at the start and end of the shift, it is important to remember that you must log out
- ◆ Understand that you will receive a variety of emails with differing emotions including suicidal thoughts
- ◆ To put your welfare and health first
- ◆ To escalate all media emails to the OCD-UK CEO or media officer (once employed)
- ◆ To efficiently remove all junk emails from the open system
- ◆ Not to attempt answering an email when in doubt of how to respond
- ◆ Protect the interests of OCD-UK

Requirements: Because of the modern and virtual office systems that we utilise, you will be working from home so you will need access to your own PC (not a public terminal PC). Because of the sensitive data and nature of the role we will be unable to accept volunteers for this role who use public terminals (internet cafe/public work PC).

Many of the emails will involve handling the sensitive and personal information our users, therefore you will be expected to keep all information/emails confidential, even from your own close family.

Volunteers do not need to have OCD for this role, but will need to have a sound understanding of OCD and the recommended treatments for the condition and a good understanding of OCD-UK and what we offer. The applicants for this role will also need to have a good level of written English.

The volunteer will also need to be supportive of the work carried out by the charity and be totally supportive of our chief-executive, Ashley Fulwood as he carries out the charities work.

We will be able to pay expenses for postage and telephone call costs (for training), but we will not be able to reimburse internet/broadband or PC costs.

This job description will be kept under review and may be amended from time to time, following consultation with the post holder/s, to reflect changing organisational needs.