

**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.

This sometimes see's our users leaving messages. This role will involve logging into the OCD-UK telephone answering service, retrieving messages and then transcribing them into our call logging software. Full training will be provided to use both the message service and call logging software. The role will not involve any one to one individual telephone contact with the public.

You will be emailed when a voicemail is on the system, you will then be required to access the system, retrieve and log the message.

This role is estimated to take between 5 and 30 minutes per week, and you will be required most days (Monday to Friday).

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

- ◆ To check your emails regularly for call voicemail notifications.
- ◆ To login and retrieve messages in an environment that is quiet with no third party overlooking your work
- ◆ To log messages as quickly and efficiently as possible, ideally within a 24 hour period.
- ◆ If an urgent message is left, to report that to the OCD-UK office.
- ◆ To randomly check for messages once a week.
- ◆ Protect the interests of OCD-UK
- ◆ To be familiar with the OCD-UK and the services provided and details of membership
- ◆ Remain calm and professional at all times, even if the charity are being abused or suspect a prank call
- ◆ 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 calls with differing emotions including suicidal thoughts
- ◆ To put your welfare and health first
- ◆ To escalate all media calls to the OCD-UK CEO or media officer (once employed)
- ◆ Not to attempt return any calls

**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) and telephone. 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 messages are for OCD information packs and requires handling of user's personal information; therefore you will be expected to keep all information/calls confidential, even from your own close family.

Volunteers do not need to have OCD or an extensive knowledge of the condition for this role, but because of the type of role the volunteer needs to have good hearing and be able to accurately transcribe details from a message.

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.

Each volunteer will be required to complete a volunteer application form which includes a CRB (criminal records bureau) check.

We will be able to pay expenses for postage and telephone call costs (for accessing the OCD-UK message system), 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.**