

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 telephone support, firstly to respond to calls 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 (through email, unless urgent you would need to call it through).

This role is home based and will involve logging into the OCD-UK telephone system when you are free to take calls, once logged in any calls to the charity maybe routed to your land line (without the caller ever knowing your number). 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, 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 telephone support software and how OCD-UK would like calls responded. You will not need to respond to anything you feel unable to answer or make outgoing calls, other than to the OCD-UK office.

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. Some calls may last 30-40 minutes and you would be expected to complete the call to the caller's satisfaction before logging off the system.

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 take calls in an environment that is quiet with no interruptions or loud background noise
- ◆ If you have an unplugable answer machine, unplug this prior to your shift starting, this will prevent calls diverting to that
- ◆ To explain to callers 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 are being verbally abused or suspect a prank call
- ◆ To deal with calls as efficiently as possible, without making the caller feel rushed
- ◆ 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 callers with differing emotions including suicidal calls
- ◆ To put your welfare and health first
- ◆ To escalate all media calls to the OCD-UK CEO or media officer (once employed)
- ◆ 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) and a land line 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 calls 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 communication skills.

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 training), but we will not be able to reimburse internet/broadband or PC costs.

All calls will be incoming to the OCD-UK software and you will not have to pass any personal information or make outgoing calls. User will be of the belief you are office based so your home phone number is never divulged.

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.