

# Volunteer Role Profile



Volunteer Role

**Advice Line Call Coordinator Volunteer**

Volunteer Manager

**Advice Line Call Coordinator**

Where you will be based

**Home**

## Why we want you

As a Call Coordinator volunteer, you will be the first point of contact for all incoming phone calls/e-mails/text messages to the Advice Line telephone support service. You will be given a robust knowledge base and access to support, enabling you to act as a gateway for patients, service users or carers to access other services within Chest Heart & Stroke Scotland, or to direct them to external partners.

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition, stroke, or Long Covid, many people experience fear and isolation, and struggle with the impact on their lives. The care and support we deliver every day ensures everyone can live the life they want to. Across Scotland, we provide vital advice, information, and support through our No Life Half Lived strategy.

## What you will be doing

- You'll respond promptly to incoming phone calls/e-mails/text messages
- Answer enquiries in a professional and friendly manner
- Actively listen and use the what matters to you approach
- Maintain effective communication to deliver a coordinated service to people living with our conditions, as part of the Advice Line team
- Have a good understanding of CHSS services to direct callers appropriately
- Utilise a variety of media to address the needs of the caller
- Keep relevant and up to date records, while adhering to CHSS Record-keeping protocol
- Adhere to all CHSS policies and procedures

## The skills you need

- Excellent listening and communication skills
- Reliable, patient & empathetic
- Encouraging & Supportive
- Ability to work independently with guidance and support
- Respectful of the opinions of others
- Understand the need for confidentiality
- Ability to maintain boundaries
- Comfortable to use IT equipment and databases for the purpose of the

role (training and support will be provided)

- Ability to commit to initial and ongoing training and development
- Ambassador for Chest, Heart & Stroke Scotland

## **What's in it for you**

- Full training, & regular support and supervision sessions
- Knowledge that you have made a real difference to those living with our conditions
- Opportunity to meet new people
- Valuable work/life experience
- Use and development of your communication and people skills
- Access to a bespoke range of training and development to support you in your role
- Opportunity to explore different roles within our organisation

## **Disclaimer**

To undertake this role, you must be aged 18 or over.

In line with our commitment to safeguarding, this role is subject to a standard disclosure check

Chest Heart & Stroke Scotland are committed to equality of opportunity, and we aim to ensure no volunteer is unfairly treated on the grounds of an offending background.

Expenses Reasonable out of pocket expenses will be re-imbursed, these should be discussed with your Line Manager prior to outlay and must be submitted within the prescribed guidelines as detailed in the CHSS Volunteer Expenses Policy.

When you can volunteer Between 9:00am – 4.30 pm Monday to Friday