



## JOB DESCRIPTION

<b>JOB ROLE</b>	<b>Volunteer Call and Email Handler</b>
<b>JOB FUNCTION</b>	<p>Volunteer Call and Email Handlers help provide the day-to-day delivery of NAPAC’s primary survivor support service – the telephone support line and the email support service. They work alongside experienced staff to provide trauma-informed emotional support to adult survivors of childhood abuse and those supporting them.</p> <p>Overall, they will have a commitment to delivery of excellence in everything NAPAC does for survivors and their supporters.</p>
<b>REPORTS TO</b>	Support Line Manager and Survivor Support Facilitators
<b>REPORTING LINES</b>	N/A
<b>LOCATION</b>	Stockport, South Manchester
<b>HOURS OF WORK</b>	Commitment to one four-hour shift a week. Flexible shifts are available Monday to Friday, in the morning, afternoon and evenings.

### MAIN AREAS OF RESPONSIBILITIES

- Take calls on the NAPAC telephone support line and answer support emails during shifts
- Briefing after every call
- Have an awareness of the wellbeing of other team members and offer support accordingly
- Have flexibility to ensure that NAPAC’s support services are staffed
- Attend mandatory training

- Be aware of and adhere to all NAPAC's policies and procedures
- Participate in team meetings
- Participate in supervision with Support Service Facilitators/Manager
- Carry out any other reasonable duties as directed by the Support Service Facilitators/Support Services Manager, Chief Operating Officer or CEO

## PERSON SPECIFICATION

Excellent communication skills – oral and written – are essential.

Computer literacy, particularly in Word and Excel is desirable.

Resilience is a required feature for this role as well as recognising the importance of self-care.

A personal commitment to supporting adults abused in childhood. Some knowledge of childhood abuse trauma and how it affects the day to day lives of adults.

Compassion and sensitivity to the cause, attention to detail, flexibility, and agility in ways of working are essential. Being a team-player and demonstrating a 'can-do' attitude are also vital.

Willingness to contribute to the active learning environment within the team.

Having a strongly non-judgemental and accepting approach to your work and that of the team.

Some knowledge of trauma informed care and a willingness to learn.

Passion and enthusiasm for the cause and for service delivery.