

Volunteering for Unlock

Role description

| | |
|----------------------|--------------------------------|
| Job title: | Volunteer Helpline Advisor |
| Reporting to: | Head of Advice |
| Location: | Office based (Maidstone, Kent) |

The role

Unlock is an innovative, independent charity that provides information, advice and support to people with a criminal record, their friends, family and supporters. Our knowledge and insight helps us to work with government, employers and others, to change policies and practices to create a fairer and more inclusive society so that people with a criminal record can move on in their lives.

Our helpline advisors contribute to the practical support that we offer people with a criminal record and make the charity the go-to place for individuals seeking information and advice in overcoming the effects of their criminal record.

Main responsibilities and tasks

- Act as first point of contact for new and existing clients from various channels including telephone, email, WhatsApp, live chat, prioritising urgent cases when necessary.
- Providing information and advice on a range of issues such as criminal record checks for employment, disclosure of criminal records, applying to college/university, travelling abroad with a criminal record.
- Signpost clients to alternative sources of support when Unlock are unable to assist.
- Provide emotional support as well as practical support to clients who present with complex issues.
- Share experiences with other helpline advisors and participate in team meetings, voicing any concerns regarding the impact of a call upon you personally.
- Ensure clients are treated with dignity and respect taking account of the need for equality and diversity in the way in which clients are assisted.
- Keep accurate and timely records ensuring high quality data is input on our CRM system for the purpose of continuity of work, information retrieval, statistical monitoring and report preparation.
- Keep up to date with policies and procedures relevant to the role and undertake any relevant training.

Commitment

Ideally two-days per week (one day per week minimum), 9am to 5pm. Minimum 6 months.

What you will receive from us?

- Full role specific training will be provided which will include training refreshers as and when necessary.
- An opportunity to study for an NVQ Level 2 in Advice and Guidance.
- Travel costs up to a maximum of £20 per day.

Person specification – skills & experience

- Be a person with a criminal record.
- Good IT skills – including Microsoft Office and a knowledge/understanding of databases.
- Confident in communicating by email, telephone, WhatsApp etc.
- Experience of carrying out administrative tasks.
- Empathetic with excellent listening skills and the ability to be non-judgemental.
- Ability to cope with a busy and demanding workload.
- Flexible attitude towards work, with the ability to adapt to change.
- Ability to prioritise own workload.
- Ability to work with colleagues as part of a small team.