

Volunteering with G53 Together (SWAMP)

G53Together, a new helpline to meet the needs of citizens living within the Greater Pollok Community.

What tasks will I be asked to help with?

Call handlers to receive calls made to helpline requesting help with; food, prescriptions, mental health etc. and refer onto support agencies and community groups.

Skills and experience

- Call handling and case management experience, specifically with vulnerable individuals who may be emotionally distressed
- Experience of using case management software (not essential)
- Excellent digital skills
- Ability to follow instruction and use initiative when required
- Clear and effective communicator

Where will I be based?

The helpline will be based at 25 Brockburn road Pollok Glasgow G535BG however there will also be the possibility of remote working.

What hours am I required?

The call centre aims to be open 9am -9pm Monday – Saturday

- 4 hour and 6 hour shifts available
- 3- 4 shifts per week
- It is estimated that you will be asked to volunteer until end of August (this timeline will be reviewed in relation to the need to return to your normal work with Glasgow Life)

Do I need a PVG?

Yes, all call handlers are required to be a member of the PVG scheme.

Will training be provided?

All volunteers will receive appropriate training for the role.

How many employees are required?

10

Interested in volunteering with G53 Together (SWAMP)?

1. Discuss with your line manager to confirm if your role contributes to essential services. If you are not an essential services worker, you can apply to volunteer.

2. If line manager approves, complete the [ESV online form](#) .
3. The volunteering staff team will pass on your details to the voluntary organisation and the organisation will contact you directly regards next steps.
4. Employees on volunteering leave must still report to Glasgow Life line manager in line with our policies and procedures in relation to maximising attendance and annual leave. Employees must also notify their host organisation in relation to this if they are unable to attend their volunteering shift.
5. After the volunteering leave is completed, employees should complete a post – ESV report online. <https://surveys.glasgowlife.org.uk/s/EmployerSupportedVolunteering/>.
6. This will help monitor the outcomes of Employer Supported Volunteering opportunities and the impact of volunteering as an employee organisation in relation to this if they are unable to attend their volunteering shift.