

Volunteering with GCVS

1. What tasks will I be asked to help with?

Support the GlasgowHelps hub on the helpline to provide a signposting service to those needing help during COVID-19.

2. What skills and experience are required?

Experience of making and receiving telephone calls. Good IT skills to navigate website directory and input call details in a monitoring system.

Please note, some callers may be emotionally distressed due to current circumstances.

3. Where will I be based?

You will be based in your home and will require access to a smartphone; laptop/ tablet connected to reliable wifi.

4. What hours am I required?

We operate a shift rota that is static each week. Let us know your availability and we'll work round you. The helpline is operational Monday – Friday (9am - 5pm).

5. Do I need a PVG?

No you don't need a PVG.

6. Are out of pocket expenses paid?

We don't envisage any expenses to you. Should this arise then you will be compensated.

7. Will training be provided? Please provide details

Yes, training and information is provided. This is done online through instruction videos and training materials. Other training opportunities are available around mental health etc – all training is free to attend.

8. How will I be supported in my role?

The helpline uses Microsoft Teams as it's platform for communicating. This has proved to be an invaluable tool for our call handlers where everyone can seek advice and guidance on how to support callers. A daily debrief is made available to call handlers to offload and talk through any difficult calls. Our priority is our call handlers wellbeing and mental health.

9. How many employees are required?

Open to as many people coming forward to volunteer a few hours here and there to accommodate their availability as well as ensuring the helpline is sufficient covered at all times.