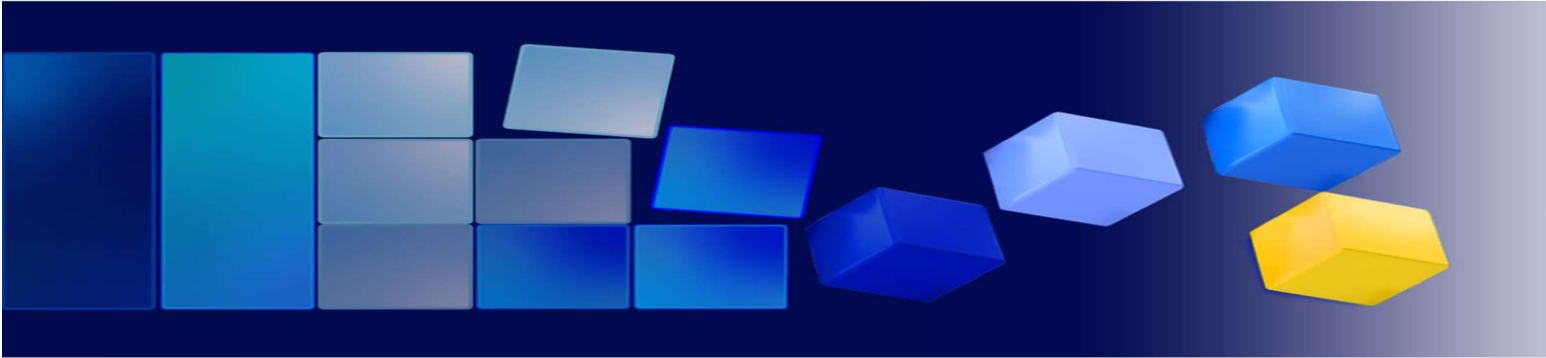


Telephone Helpline Volunteers



About the role

You will be delivering our telephone helpline model to people impacted by hoarding behaviour who may be facing a variety of situations including legal, financial, psychological and discriminatory abuse & neglect. You will have your own case load of weekly telephone calls and work towards SMART goals to assist the participant in managing and improving their space and hoarding situation

The role consists of:-

- Building rapport with your assigned participants and offering them one-to-one support over the telephone
- Delivering our support model of 24 phonecalls
- Assessments of incoming cases (further training will be provided)
- Assisting where required in answering incoming queries and either bringing the participant into the service or signposting internally or externally
- Complying with HUK's case-management procedures, training program and other relevant policies and procedures.

We are looking for:-

- Individuals or professionals with interest and/or experience in mental health
- Psychology graduates or students looking for experience or a student work placement
- Individuals with lived experiences of hoarding
- Individuals with the ability to work sensitively and professionally with people facing difficult circumstances
- A commitment to volunteering with us for one year and for four hours each week
- Office working (Islington) or remote
- A commitment to values and ethos of HUK

Training on hoarding behaviour, advocacy and other relevant areas will be provided. If you are interested, please email info@hoardinguk.org for an application pack or apply directly at Charityjob.co.uk. Please get in touch on **020 3239 1600** if you have any questions.