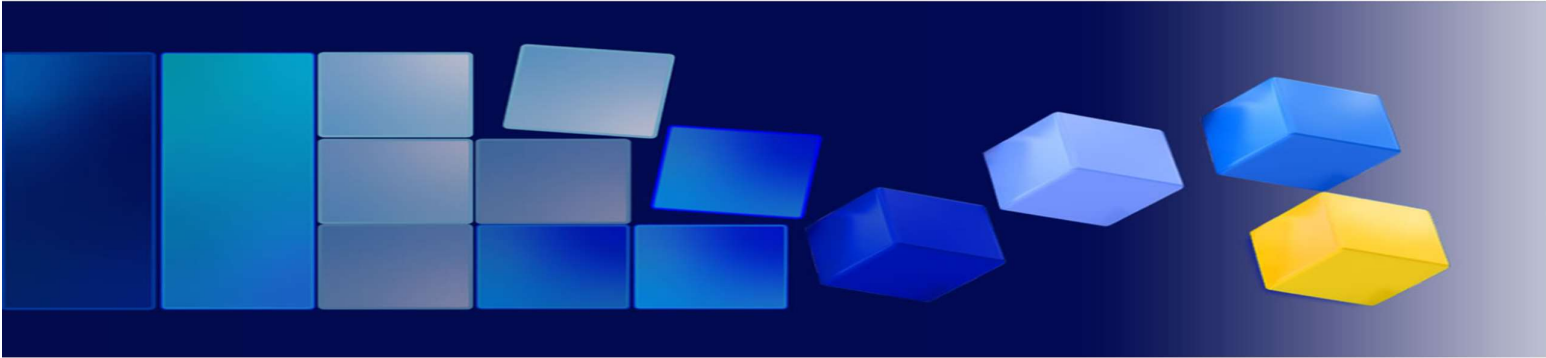


Triage Volunteer



About the role

HoardingUK supports individuals who may be facing a variety of situations including legal, financial, psychological and discriminatory abuse and neglect in relation to hoarding behaviours. You will act as first point of contact, sign-posting in bound callers to services and support both internally and externally, plus listen to callers concerns and queries, providing emotional support.

The role consists of:-

- Answering incoming telephone calls from people with hoarding behaviour and their support network
- Offering a listening ear without judgement or preconceptions
- Providing appropriate information and signposting internally and externally
- Conduct initial assessments and triage based on support needs
- 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, housing, social care, legal and/or the benefits system
- 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.