

# Volunteer Role Description

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## Title of Role: Telephone Triage Volunteer

### Purpose of the Role

The purpose of the role is to provide support to the Helpline Advisers by taking initial enquiries from clients contacting DIAL Doncaster's Helpline.

### Main Activities/ Tasks

- To provide support to the Helpline Advisers taking initial calls from clients via our Helpline Service.
- To actively listen and respond to clients in a polite manner.
- To identify the client's issues and needs so that appropriate advice can be given by the Helpline Adviser in a follow up call.
- To use the organisations data base case recording system to maintain accurate records.
- To assist clients to access further specialist advice via our Advice Team.
- To provide accurate information to callers using the information database and other resources available where appropriate.
- To maintain client confidentiality.
- To provide administrative support where appropriate.

### Qualities/ Experience/Skills

Good communication skills including telephone skills are essential to fulfil this role. Understanding the need for confidentiality, when dealing with a caller's enquiry, is an essential part of this role. Having the ability to respond appropriately to different situations is required. Computer skills/experience is necessary as the Case Recording/Information System is computer based. A good knowledge of disability issues is desirable but not essential as full training will be given.

### Training

Full in-house training will be given as well as telephone skills and advice giving skills training where necessary.

### Location

DIAL Doncaster, Unit 9, Shaw Wood Business Park, Shaw Wood Way, Doncaster, DN2 5TB.

### Main Point of Contact

Mick Talbot, Helpline Manager/Office Manager