

**VOLUNTEER TASK DESCRIPTION**

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| **Telephone Support Volunteer** | |
| Organisation Name | Maternity Stream of the City of Sanctuary |
| Organisation Overview | We are a registered charity made up of a network of women from varied backgrounds who strive to improve maternity care and services for AS&R women. |
| Role Title | Telephone Support |
| Location of Position | Remote working |
| Responsible to | Project manager- Maha Alomari |
| Purpose/summary role | The Maternity Stream staff are currently working from home to support our clients during the coronavirus outbreak. This is a very challenging time for everyone and we aim to provide as much support as possible. Volunteers are integral to supporting The Maternity Stream during this time by providing telephone support to clients |
| Description of the tasks | Support clients over the phone. . Due to thegovernment’s current advice and guidelines regarding social distancing, we will not be providing any face to face support. |
| Time commitment | Flexible time- Half an hour phone call a week |
| Skills and Qualification | * To be approachable, friendly and impartial * Good listening skills * Confident talking to people of all ages * 18+ |
| What support will you receive | * Induction (provided remotely in video-conference) * Regular support from a supervisor and a volunteer coordinator * Telephone expenses are provided * Travel expenses (if/when back to the office) |
| Benefits to the volunteer | * Feel that you are helping people * Meeting people from different cultures * Part of a thriving charity * Get involved in our trips and activities * New skills for your CV including time management, active listening skills, supporting people in a challenging situation * Make friends * Experience of volunteering in the UK |
| Application procedure & person specifications for application process, e.g. DBS checks, references (if appropriate) | Please fill in the application form via our website or email maha@maternity.cityofsanctuary.org. |