

## Help Volunteer

### Role Description and Person Specification

#### **About Pain Concern:**

Pain Concern is a charity providing information and support to people with pain and those who care for them, whether family, friends or healthcare professionals. Visit our [website](#) to find out more about what we do, including our [Airing Pain](#) radio programme, [Pain Matters](#) magazine, information helpline and online community.

All pain is unpleasant, but for the one in five people in the UK living with long-term pain it is a part of everyday life. It diminishes quality of life more than any other condition, leading often to loss of work, depression and disability. Anyone at any age can develop persistent pain and you will very probably know somebody affected. Although there is usually no cure, people who receive the appropriate treatment, information and support can manage their condition effectively with life-changing results.

#### **Role purpose:**

Are you a good listener? Do you have excellent communication skills? Could you support someone struggling to cope with chronic pain and help them to find a way forward?

We are looking for committed and empathetic volunteers to support people who are living with, or affected by chronic pain who access our phone, online forum and e-help support services.

This is a great opportunity to enhance your communication skills and develop an understanding of pain self-management, while providing a valued service to people living with long-term pain. By joining us you will join a fast-growing and respected service.

Due to the nature of the role, successful applicants will be required to undertake a PVG check.

*"The thing I enjoy most about volunteering at Pain Concern is being there for callers who are often desperate for someone to listen to and many times it's the first time they've felt heard and understood"* – **Helpline Volunteer**

**What you would be doing:**

- Offer emotional support and signpost resources and information to people affected by persistent pain either by phone, email or on the online forum
- You will work as part of a team of volunteers, covering a rota, ability to commit to shifts is essential
- Attend training/supervision sessions remotely
- Keep up to date with Pain Concern news and work across the UK
- Complete 'after contact' survey to support Pain Concern's evaluation targets.

**Is this role right for me:**

We are looking for an individual who possesses some **or all** of the below experiences, skills and qualities.

- Knowledge of / interest in pain and long-term conditions /experience of chronic pain yourself, or in someone close to you
- Excellent written and verbal communication skills
- A flexible team player
- A working understanding of IT, Microsoft office and have access to a computer, laptop, or tablet with internet access
- Happy to use Microsoft Teams for meetings
- Willingness to commit to for at least 12 months (including the training period), with the acknowledgement that your circumstances may change.

**Availability and location:**

- Volunteer 2-4 hours per week covering a rota. Details about our helpline can be found here: <https://painconcern.org.uk/helpline/>
- You can volunteer from your location or from our office at Newcraighall, Edinburgh

**Benefits to you:**

- Experience volunteering as part of a friendly team
- Meet new people
- Build on your employability skills
- Develop communication skills and develop knowledge of long term, chronic conditions.
- Training and a dedicated volunteer line manager looking after you
- Supervision sessions and after call briefing provided by an external organisation
- A job reference after 6 months of service.
- Satisfaction of giving a valuable service to the community.

**How do I apply:**

Download and complete an application form our website at <https://painconcern.org.uk/volunteer-for-pain-concern/>

For more information contact [hr@painconcern.org.uk](mailto:hr@painconcern.org.uk)