

## Classification and Indexing 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, podcasts, ***Pain Matters*** magazine, information helpline, and our research and campaigning work.

All pain is unpleasant, but for the 7.8 million 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:

Pain Concern are seeking an individual who can support the Information Officer volunteer and operational team to devise a classification/indexing scheme for Pain Concern's online resources.

#### What you would be doing:

- Working with (including audio and video resources)
- Drawing insights from data and other sources to help shape a scheme that is useful and understandable to a range of stakeholders (patients, friends/family, medical professionals, helpline volunteers)
- Support with indexing/classifying website resources
- Assisting with user testing of the scheme
- Documenting the process for knowledge capture
- There is potential for delivering training to other Pain Concern volunteers and staff on using the classification scheme

#### Is this role right for me?

We are looking for:

- Strong attention to detail
- Knowledge of classification and/or cataloguing/indexing basics, or of using a controlled vocabulary to label resources (this could be from study or through practical experience)
- Strong communication skills
- Good organisational skills
- Fluency with using Microsoft Office
- Knowledge/Interest of chronic pain and long-term conditions (advantageous)

- Knowledge of/interest in health literacy

**Availability and location:**

- Minimum commitment of 3 months
- Volunteer flexibly for a minimum 2-3 hours per week
- Volunteer from your own location or from our office at Newcraighall Road, Edinburgh EH15 3HS

**Benefits to you:**

- Experience volunteering as part of a friendly team
- Supported by a professional editor and a dedicated volunteer line manager looking after you
- Meet new people
- Build on your employability skills
- A job reference after 3 months of volunteering
- Satisfaction of giving a valuable service to the community
- On-site car parking
- Reasonable travel expenses will be reimbursed in accordance with our Volunteer Policy

**How do I apply:**

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

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