

Facebook volunteer role in STAMMA's Helpline Services

Hundreds of people use STAMMA's helpline, webchat and email support service each year. Yet, we know there are lots of people out there on social media who are crying out for help and don't know we're there.

We're looking for someone who can respond to questions and queries on Facebook, share useful resources and signpost people to our helpline, webchat and email services. We don't want anyone to feel alone!

Basic information

Hours	2 hours per week
Day and time	The hours can be worked at your convenience, but need to be split across 2 sessions so that we can have a regular presence on Facebook.
Location	Home-based
Supported by	Kirsten Howells (STAMMA's Services Director)

What does the role involve?

- Logging into 'The Helpliners' Facebook account twice a week, reviewing posts in STAMMA's Facebook groups and other related stammering groups.
- Responding to posts with gentle support, sharing resources and signposting to STAMMA's helpline services where appropriate.
- Identifying frequently asked questions that are missing from the STAMMA website and proposing useful changes to the information on the website.

What support would you get?

- You'll go through our helpline services online training programme so you have a good grasp of the resources and support that are available for people who stammer
- You'll join our monthly helpline services team meetings where we have regular ongoing training and discussion (meetings last 1 hour and you can come to the daytime session or the evening session as per your availability)
- Access to the helpline services WhatsApp group so you can get useful suggestions and info from the wider helpline team if you have questions

Who might enjoy this volunteer role?

You're likely to enjoy this role if you:

- have good writing skills in English
- have previous experience of Facebook and feel comfortable using social media
- can spare 30 minutes 2 hours per week

It's not essential to stammer if you are interested in volunteering in this role.

Other information

You will need to have access to your own computer or laptop.

As a volunteer you can, of course, step back from the role at any time. However, both you and the service are likely to get most out of the opportunity if you're able to volunteer with us up to and for a few weeks beyond the conference. By having that consistency in the role, you can have the biggest impact.

This is a volunteer role and is unpaid.

For more information

If you have any questions, or to express an interest in volunteering in this role, please email us at kirsten.howells@stamma.org or phone Kirsten on 02045 824 130. We'd love to hear from you!