

HELPLINE FACEBOOK ROLE

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 2 new volunteers 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!

Please note that this volunteer role is only open to people who are resident in the UK.

Basic information

Hours	1 hour per week + 1 hour for our Helpline Services monthly meeting
Day and time	Your choice!
Location	Home-based
Supported by	Lee Millam (STAMMA's Helpline Services Training Manager) Kirsten Howells (STAMMA's Services Director)

What does the role involve?

- Logging into 'The Helpliners' Facebook account, 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
- have capacity to volunteer one hour 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 with us, please email us at lee.millam@stamma.org or phone the office on 020 8983 1003.