

# SLT VOLUNTEER FOR HELPLINE SERVICES (EXTENDED SUPPORT ROLE)

STAMMA's Helpline Services include our phonenumber, webchat and email support services and are a hugely important part of STAMMA's work. The helpline team also offer extended support for individuals whose situation is a bit more complex, needs a bit more proactive work or follow up over time. We often have SLTs volunteering in extended support because the knowledge and skill-set SLTs bring is perfect for the role!

Extended support might involve helping individuals or families navigate referral processes for NHS speech and language therapy, or supporting schools and exam boards to implement reasonable adjustments for oral exams at secondary school, or supporting someone in explaining to their GP surgery why they need a slightly longer appointment time so there's time for them to speak, or a whole host of other things. It can be interesting and rewarding work with the potential to help people move forward when they're in a difficult situation.

It can involve discussing the situation with individuals via email, phone or on Zoom, and sometimes proactively liaising with other organisations. We use a virtual call centre which means STAMMA cover the cost of any phonecalls and your number will not be visible to the people you're working with. You can take calls and webchats from home, using a desktop or laptop computer.

## Basic information

Hours	2 primarily <b>daytime</b> hours per week + 1 hour per month for Helpline Team meetings
Day and time	2 hours per week, split across at least 2 days. You can choose which days between Monday-Friday.
Location	Home-based
Supported by	Lee Millam (Helpline Services Training Manager) Kirsten Howells (STAMMA's Director of Services)

## What does the role involve?

Working within extended support, we're hoping you'll feel comfortable to:

- Read, write and respond to emails
- Make telephone calls (listening and speaking on the phone)
- Occasional one-to-one Zoom meetings

## What training and support would you get?

Structured, online training programme which can be taken at your own pace but is likely to take you about 8 hours in total. Ongoing support includes:

- Monthly helpline services meetings where you can meet other helpline and extended support volunteers. These monthly meetings include a short training session and discussion where we share and learn from our experiences of different calls, webchats and episodes of extended support.
- We have a WhatsApp group where you can keep in touch with other volunteers.
- Lee and Kirsten are available for one-to-one support and discussions.
- Access the training modules as many times as you want.

### **What would you need?**

- A quiet place where you can work in privacy and not be overheard during calls
- A mobile phone or landline
- A computer or laptop

### **Who might enjoy this volunteer role?**

You're likely to enjoy volunteering in extended support if you:

- are a trained Speech & Language Therapist
- have a genuine curiosity about people and their experiences
- are able to understand written and spoken English
- are comfortable enough to speak on the telephone and on Zoom calls
- are comfortable with basic email functions
- have good administration skills
- enjoy helping people make informed choices about what they want
- are comfortable contacting external organisations to advocate on someone's behalf

It's not essential to stammer yourself for this role. But if you do, that's an added bonus. Many of the people we work with in extended support find it really helpful to know that they're speaking to someone who really 'gets it' and who has that personal insight into some of the issues and questions they have.

### **Other information**

As a volunteer you can, of course, step back from the role at any time, although we do ask that you give us notice so that we can train someone to take over your role. However, both you and the service are likely to get most out of the opportunity if you're able to volunteer with us for at least 12 months or more. Through learning and developing your confidence 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 STAMMA's Helpline Services, please email us at [lee.millam@stamma.org](mailto:lee.millam@stamma.org) or phone the office on 020 8983 1003.

Or to chat with one of our volunteer SLTs who's currently working in an extended support role, please email [help@stamma.org](mailto:help@stamma.org).