**Workshop Volunteer: Nightmare Phone calls**

Every year, millions of phone calls made by people who stammer are mishandled. Callers are misunderstood, laughed at or hung up on. Voice recognition systems don’t recognise their speech.

This can leave them being locked out of bank accounts, or unable to book GP appointments and get the help they need. It makes phone calls a nightmare. We’re here to stop this.

Between November 2025 and October 2026, we will be providing free Zoom workshops to companies and organisations, where we will outline the steps needed to end the phone call nightmares. We are looking for volunteers who stammer to talk directly to businesses and help them understand how and why these changes are needed. Our Workshop Volunteers will be at the very front of our national Space to Stammer strategy, which forms part of our National Lottery work. It’s an exciting opportunity to join STAMMA as we grow and launch our new Phone Call Nightmares Campaign.

**Basic information**

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| --- | --- |
| Hours  | 2 hours per session (workshop will last 1 hour, approximately 1 hour admin for each session: setting up the call, debrief afterwards etc.)  |
| Day and time | Ad hoc and varied – please see the list of dates at the bottom of the role description. We may also add dates to this list for bespoke organisational training.  |
| Commitment | 5 workshops minimum over 10 months, however if you enjoy your role and would like to continue beyond the scope of our campaign, we’d be delighted to discuss further workshop projects later down the line... |
| Location | Home-based |
| Supported by | Kirsten Howells (STAMMA’s Services Director) and Marylyn Molisso (Volunteering Lead) |

**What does the role involve?**

Working with our Training & Outreach team, we’re hoping that, following training, you’ll feel comfortable to:

* Work within a pair to deliver pre-prepared workshops to a diverse audience of organisations.
* Answer questions and facilitate discussion. The workshops will roughly comprise of 30mins of presentation, and 30mins open forum for discussion.
* Share and answer questions about your own experiences on phone calls.
* Facilitate training with Zoom: taking turns in a pair to manage Zoom administrative functions such as switching on the captions, keeping an eye on questions in the chat box, allowing visitors into the session, muting/unmuting.
* Act as an ambassador for STAMMA, helping us to build good relationships with organisations, to help enact real change.

**What support would you get?**

You’ll start by working through a series of online training modules to give you more information about relevant aspects of STAMMA as an organisation, and the resources we have (and don’t have) available.

Next, you’ll work through a small set of online training modules specifically tailored to your role within the Training Team, focussed on our campaign.

All workshops will be facilitated in pairs. You will have the opportunity to act as the Zoom administrator on your first session, so you can shadow an experienced volunteer and get a flavour of what presenting will entail.

You’ll be supported by both Kirsten and Marylyn, who will arrange regular supervisions to make sure you’re getting the most out of your role.

**Who might enjoy this volunteer role?**

You’re likely to enjoy volunteering in the Training & Outreach Service if you:

* Enjoy public speaking and chatting with groups or would like to develop these skills.
* Have or are interested in developing presentation skills.
* Are comfortable both speaking and using the chat function in Zoom (or are happy to learn more about the platforms functionality).
* Are comfortable sharing your personal experiences in relation to phone calls.
* Have good time management skills – sessions will only last an hour, and every second counts!
* Are passionate about making the world a better place for people who stammer.
* Can commit to at least five sessions in advance.

For this role, it’s essential that you have a stammer. We think our message is best delivered directly from people who stammer, and your lived experiences will help make them sit up and listen.

**Other information**

You will need a quiet place where you can work in relative privacy and not be overheard during Zoom calls or telephone calls. You also 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 for 12 months or more. By gradually learning and developing your confidence in the role, you can have the biggest impact.

This is a volunteer role and is unpaid.

**Workshop Dates**

We ask all volunteers to commit to at least five of the following workshops:

|  |  |
| --- | --- |
| **Month** | **Date & Time** |
| December 2025 | Tuesday 2nd, 7pm - 8pm |
| Thursday 11th, 11am - 12pm |
| January 2026 | Wednesday 7th, 2pm - 3pm |
| Monday 12th, 1pm - 2pm |
| February 2026 | Thursday 5th, 7pm - 8pm |
| Tuesday 10th, 10am - 11am |
| March 2026 | Tuesday 17th, 3pm - 4pm |
| Monday 23rd, 11am - 12pm |
| April 2026 | Wednesday 22nd, 7pm - 8pm |
| Thursday 30th, 9am - 10am |
| May 2026 | Tuesday 5th, 4pm - 5pm |
| Friday 15th, 12pm - 1pm |
| June 2026 | Monday 8th, 7pm - 8pm |
| Wednesday 17th, 10am - 11am |
| July 2026 | Thursday 9th, 2pm - 3pm |
| Tuesday 21st, 9am - 10am |
| August 2026 | Wednesday 5th, 2pm - 3pm |
| September 2026 | Tuesday 15th, 7pm - 8pm |
| Monday 21st, 3pm - 4pm |
| October 2026 | Friday 2nd, 11am - 12pm |
| Thursday 8th, 12pm – 1pm |