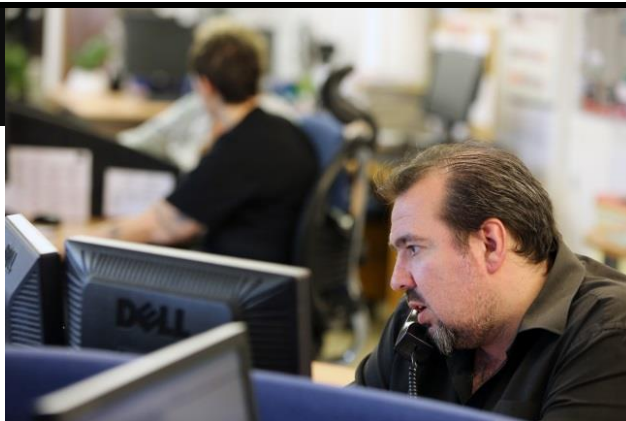


Helpline Volunteer



What would I be doing?

You would be offering vital emotional and practical support to people who are away from home and their loved ones left behind. This support is offered via phone with the opportunity to train at a later stage on our text and email service.

Who would this role suit?

Good communication skills are essential for this role, as is the ability to empathise with a vast range of situations and circumstances that people might be facing when they contact us. It's good to feel comfortable with computers too, as use of our database is involved. Overall, if you're passionate about providing support and are open to learning more about the issue of 'missing', then this role could be ideal for you.

Why choose this role?

You would be directly providing support to people whose lives have been affected by missing, many of whom contact us in crisis so your support is very important. We hope you gain a lot from this role too. Full training is provided which aims to equip you with confident communication skills, knowledge on a far-reaching topic, and also welcomes you in to our friendly and supportive team of staff and volunteers. Please note: training is a mixture of e-learning and group sessions with our staff.

Where and when would it be?

You would be based at our Central Office in south west London – 284 Upper Richmond Road West, SW14 7JE.

We ask for one four hour shift each week at 10:00 – 14:00, 14:00 – 18:00 or 18:00 – 22:00 for 12 months.

Next Steps

Interested to get involved?

Just click **Apply Now** to fill in our short interest form. We'll get in touch to invite you to one of our Information Sessions, which is a chance to hear more about the role, Missing People and chat with us about your skills and interest in the role.

If you'd like to chat anything through before applying, please contact volunteer@missingpeople.org.uk or give us a call on **0208 392 4590**.