

Advice Triage Volunteers



Role Description

Triage Volunteers perform a vital role within Sufra NW London advice service. When guests are referred to the foodbank, they can access our advice services for free. The first contact they will have to access the advice service will be with a Triage Volunteer who will speak to them on the phone to find out what type and level of advice and assistance they need.

Key Tasks and Responsibilities

- Answering the advice phone line, acting as the first point of contact for guests accessing the advice service.
- Establishing the type and level of the advice the guests require.
- Giving assisted information if appropriate
- Registering guests on our CRM and booking an advice appointment, or signposting guests to relevant services
- Making accurate and detailed casenotes about guests spoken to and their issues.
- Working alongside the advice team to arrange appointment times
- Identifying and reporting any safeguarding concerns using Sufra's safeguarding procedure.

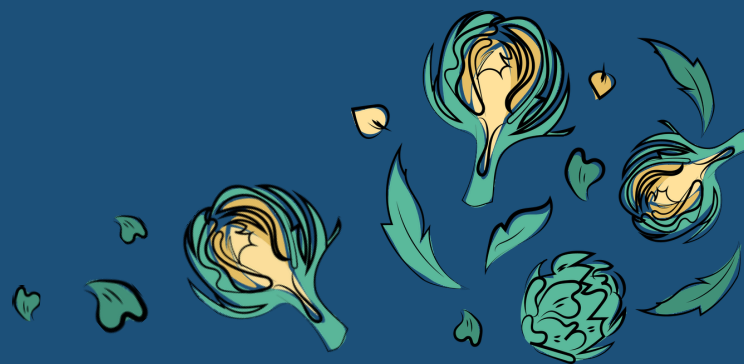
Skills and Experience

- Are a friendly, empathetic and non-judgemental character.
- Are confident communicating with people over the phone
- An understanding of confidentiality
- Ability to identify and report safeguarding concerns using a set procedure.
- Good IT skills, including an understanding of Microsoft Office.
- Ability to cope with and navigate challenging conversations.

Where: Remote

When: Mondays or Wednesdays

Times: 10am-1pm



Volunteer Expectations

- Adhere to the Volunteer Code of Conduct and Sufra's policies
- Attend the Core Volunteer Training within 3 months of beginning Volunteering

What Sufra will provide:

- Quarterly Volunteer Socials
- Reimbursement for travel in line with our volunteer expenses policy
- Full Induction and Training for the Role
- A Point of Contact during Volunteering
- A Professional Reference (after volunteering for at least 3 months and completing at least 6 shifts)

How to apply

To apply to the role, please sign up using the volunteer registration form on Sufra's website:

<https://www.sufra-nwlondon.org.uk/volunteer-sign-up-form/>

