



Role Description

LIVE CHAT SUPPORT VOLUNTEER

Organisation Description

Burning Nights CRPS Support is a UK charity working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS).

We raise awareness about CRPS amongst the public, health and legal professionals by providing awareness sessions, so diagnoses can be made quicker and treatment started more rapidly. We also offer support and information through a number of volunteer-led services, including an evidence-based website, support helpline, online forum, email and social media support, annual conference and regional support groups. More recently, we have launched our CRPS Counselling and Virtual Befriending services, which have been met with an enthusiastic response.

Charity Reg No. 1166522 (England & Wales)

Location

Online / Remote volunteering

Area of the Charity

Live Chat Support

Number of Hours per week Required

Minimum 2 hours per week to fall within Live Chat operating hours (Mon-Fri 11am-6pm, Sat 12pm-5pm). You are not under any contract to perform these tasks nor are you under any obligation to carry out this role. There are no set hours or days for this voluntary role. It is only as and when you are able to volunteer.

Minimum Commitment

Minimum of 6 months commitment.

Burning Nights CRPS Support (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

Email: support@burningnightscrps.org

Web: www.burningnightscrps.org

Charity Registration Number 1166522 (England & Wales)

Main Purposes of the Role

Live Chat Support volunteers offer confidential listening support and information via our Live Chat platform to anyone affected by CRPS whether they are patients, loved ones, carers or the general public, health and legal professionals.

Key Tasks & Objectives

- To provide support to anyone who contacts the charity's Live Chat service
- Listening to and dealing with any live chat messages
- Answering and dealing with chats that come in
- A commitment to understand, respect and uphold the ethos of Burning Nights CRPS Support and its work with anyone affected by Complex Regional Pain Syndrome
- Abiding by confidentiality and data protection/GDPR
- To follow all Burning Nights CRPS Support policies and procedures in relation to providing appropriate support to our clients
- Completing any required documentation of the events of your helpline time
- Report any safeguarding concerns to the designated safeguarding leads
- Provide a warm, non-judgemental listening support to the clients who use the webchat, as well as information about Burning Nights CRPS Support's services
- You'll also do some admin tasks such as taking messages and forwarding on any messages

Key Skills or Qualifications

- Excellent communication and interpersonal skills
- Confidence in expressing yourself in writing, more informally than formally, so if you're someone who communicates in writing on Facebook messenger, WhatsApp or any other similar messaging application this role may be for you
- Ability to build a good rapport with someone in writing
- Reasonable typing speed
- Ability to listen to others
- Non-judgmental attitude, the ability to empathise with others
- Commitment, consistency, reliability and patience



Key Benefits

You will join the charity during a critical and challenging period and your skills will be invaluable in helping us to achieve our aims. You will have a key role in ensuring we can maintain our Live Chat support service and become a sustainable charity.

As part of our small, friendly, and forward-thinking charity team, you will join others who are focused on reaching people who may not have heard about the charity or about the condition. You will have a key role in ensuring that we are able to respond to those who reach out to us for information and support. You will further develop your communication skills, gain valuable experience, and develop your digital skills.

Training and Support

- Full induction to our organisation
- Relevant and ongoing training for your volunteer role, including ongoing training in pertinent areas, such as mental health awareness and safeguarding
- Regular updates on charity activities
- Support, advice and guidance from Charity team
- After 3 months volunteering, all volunteers are eligible for courses (reasonable cost)

How To Apply

If you think you could be the person we are looking for, we would love to hear from you. We invite anyone to apply for our volunteering opportunities, regardless of ability or experience.

To find out more and register your interest, you can fill out the application form on the Burning Night CRPS Support website or get in touch by phone or email.

Please note that you will be asked to send a copy of your CV before interview and all volunteers are subject to two reference checks. All volunteer roles that involve interaction with vulnerable service users require an up-to-date DBS check, which the Charity will cover the cost of.

Contact information

Tel: 01663 795 055 (UK)

E: admin@burningnightscrps.org / victoria@burningnightscrps.org

W: www.burningnightscrps.org

A: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN (UK)

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