

Role Description



Helpline (Web Chat) Volunteer

Reporting to: Senior Education Consultant

Hours of work: one session a week of up to three hours either in the morning, afternoon or evening (term time only).

Aims of the role:

- i) To take web chat enquiries from parents and carers of children with high learning potential
- ii) To provide information and advice and help to problem solve any of the issues raised by the parents/carers
- iii) To signpost the enquirer to other Potential Plus UK services (e.g. membership, the Scholarship Fund, Assessment Service, BIG events, branches)
- iv) To signpost members with more complicated issues to the booked telephone appointment service.

Main duties of the role

1. To take web chat enquiries from parents/carers in line with Potential Plus UK's protocols about a range of issues relating to having a child with high learning potential.
2. To provide a high quality signposting, information and advice service in line with Potential Plus UK's protocols.
3. To feed back any ideas or suggestions based on information gathered about how the service could be improved.
4. To participate in a range of training courses (most of which will be delivered online) and in-depth reading to ensure that you are up to date with the latest information and advice.
5. To meet online on a regular basis with the web chat team to discuss issues, share good practice and to help ensure that a quality service is provided.

Your commitment to us

We are asking Helpline (Web Chat) Volunteers to commit to at least two years with us. This will enable us both to train and support you and for our investment in you to be realised in the support you give to parents/carers. Your time commitment and when you would be able to volunteer would be useful for you to think about before you participate in any training events.