



Community Action Project

Helpline Volunteers

Community Action Partner

Get Connected

Aim: The vision of Get Connected is that every young person in the UK can find the help they may need. Get Connected is a free, confidential helpline for young people across the UK. Through telephone, email and webchat, Get Connected offers a signposting service which aims to find out what is going on for the young person and support them in exploring and contacting organisations that may be able to help them. The organisation helps with any issue a young person may have including bullying, rape and sexual abuse, homelessness, sexuality and mental health. The helpline is staffed by volunteers who provide emotional support as well as information on services across the country.

Role: Helpline volunteers will respond to young people who contact the helpline via phone, email and webchat. They will explore the issue and the kind of help the young person is looking for and then help them explore which organisations may be able to help.

Training: Get Connected offers a 5 Session training programme which covers active listening and emotional support, issues faced by young people, finding appropriate signposts and the technical systems (plus much more). Training is also an opportunity for volunteers to ask any questions they have and learn about the support offered at Get Connected. Training takes place on weekday evenings and two Saturday sessions over a six week period. Courses take place regularly and upcoming dates can be found on the website. On completing training volunteers are supported through an induction programme for their first shifts, which insures thorough support and an opportunity to continue learning. We offer ongoing support for all volunteers. They have a Get Connected employee on call at all times and often have supervisors and shift leaders on shift to provide support. They provide all volunteers with feedback at regular reviews and provide ongoing training on specific topics.

Location: The Get Connected office is centrally located, near Baker St and Get Connected

Times: The helpline is open from 1pm-11pm every day and these are the times that volunteers are needed. They ask volunteers to come in for a four hour shift each week. Volunteers are welcome to choose a different shift on different days each week to suit their schedule, although some volunteers find it easier to come for a regular shift.

DBS: This project requires a DBS disclosure via the Community Action office.

Other: They require all volunteers to have a high standard of spoken and written English and to have a non-judgemental attitude. There are also opportunities for volunteers to develop by gaining a qualification through the National Open College Network and by training to be a Volunteer Shift Leader.

Application: All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>

