



National Helpline Volunteer

Charity Profile

Fibromyalgia Association UK is a registered charity administered mainly by unpaid volunteers. The majority of volunteers have fibromyalgia and work extremely hard despite their condition, in order to further the cause. FMA UK was established to provide information and support to those with fibromyalgia and their families. FMA UK was established in order to provide information and support to sufferers and their families. In addition, the Association provides medical information for professionals.

Further information please visit the website www.fmauk.org

Role Description

Role Title: National Helpline Volunteer

Role Overview:

National Helpline volunteers are expected to be conversant with the possible causes, symptoms and treatment of fibromyalgia, and to become familiar with the contents of the handbook. It is also important to keep up to date with developments of fibromyalgia in the public domain and within FMA UK.

Reports To: National Helpline Coordinator

Hours: We hope that you can offer a minimum of 6 hours a month on the helpline rota. This is usually made up of two 3 hour sessions. The nominal monthly allocation is 3 sessions which amounts to 9 hours although if you can contribute more time it is always welcome. A schedule is issued each month.

Location: Home or any location that has a telephone where confidentiality can be maintained.

Key Requirements:

- The role usually consists of answering calls from sufferers who are often newly diagnosed with fibromyalgia, and are seeking information and reassurance. Very often, listening is more important than talking.
- You should be prepared to attend a training course, (at FMA UK's expense) either at a centre locally, or at the head office in Stourbridge. A mentor can be available to help when you first start on the helpline.
- Complete and return the monthly statistical forms i.e. the Monitoring Sheets in a timely manner.
- Have understood and completed the FMA UK Confidentiality policy.

Specific Responsibilities:

- When on duty it is important to be available to answer the phone at all times.
- Be aware of, and comply with all policies of FMA UK as laid down in the handbook.
- Be able to check emails regularly for any updates, or requests.



Person Specification

Personal Characteristics/Behaviours:

- Well organised and self-disciplined
- Be able to be assertive
- Enthusiastic, friendly and approachable
- Flexible and reliable
- Able to remain calm
- Team player

Skills/Competencies:

- Good time management
- Good telephone manner
- Good communication skills
- Good listener

Next Steps

If you are interested in becoming a National help line volunteer then please send an email to the office at head.office@fmauk.org.