

Helpline Volunteers

Proud of Our 11 Years Promoting Choice and Control

About the role:

You will be providing office-based helpline support for people impacted by hoarding behaviour who may be facing a variety of situations including legal, financial, psychological and discriminatory abuse/neglect. You will be working with trained colleagues to alleviate housing, benefits, mental health and other problems experienced by HUK's participants.

The role consists of:

- Volunteering at HUK **a minimum of one half-day (4 hours) each week.**
- Providing accurate and timely support to those using the service.
- Maintain a caseload of up to four clients at each advice session.
- Complying with HUK's case-management procedures, training program and other relevant policies and procedures.

We are looking for:

- Trainees/professionals with interest/experience in mental health, housing, social care, legal.
- Psychology graduates (both undergraduate and post-graduate) looking for a work experience placement.
- The ability to work sensitively and professionally with people facing difficult circumstances.
- A commitment to volunteering with us for one year.
- A commitment to values and ethos of HUK.

Training on hoarding behaviour, advocacy and other relevant areas will be provided. If you are interested, please email shami@hoardinguk.org for an application pack or apply directly at CharityJob.co.uk. Please get in touch on **0203 239 1600** if you have any questions.