



Role Description

EMAIL 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

Email Support

Number of Hours per week Required

Minimum 3 hours per week. 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

Our volunteers provide the frontline service for anyone affected by CRPS and this role covers email support. The support email service is a key service for people needing information or guidance, whether they be patients, relatives, carers or medical professionals. It requires the use of focused understanding and literacy skills to read and respond to enquiries, to promote patient wellbeing and explore the impact of the condition in a safe space.

Email support volunteers can provide emotional support to clients, help them to access resources, and help to administer the day to day running of the support services.

Key Objectives

- To help provide email support to anyone who contacts the Charity through our online support email service.
- To provide crucial email support for CRPS patients, their families, friends and care givers as well as health and legal professionals and the general public.
- Help to increase awareness of Burning Nights CRPS Support's key support services to those who reach out. These include support groups, and the befriending and counselling services.

Key Tasks

- Reading and responding to any support requests via email.
- Abiding by confidentiality and data protection/GDPR.
- A commitment to understand, respect, and uphold the ethos of Burning Nights CRPS Support and our work with anyone affected by Complex Regional Pain Syndrome (CRPS).
- To follow all Burning Nights CRPS Support policies and procedures in relation to providing appropriate support to our clients.
- Completing any required documentation of email support provided.
- Report any safeguarding concerns to the designated safeguarding leads.





Key Skills or Qualifications

- Computer literate and comfortable with the main Microsoft Office tools, databases and emails.
- Good understanding of confidentiality.
- Outgoing, friendly and proactive character.
- Empathetic.
- Be comfortable volunteering within a group or by yourself.
- Good communication skills.
- To be able to communicate effectively, be articulate, with strong writing skills and the ability to feedback accurately
- Being able to use your own initiative but able to ask for help when needed.
- Stable and reliable internet/wi-fi.
- An interest in, knowledge of or willingness to learn about CRPS.

Key Benefits

- Development of communication skills
- Volunteering experience to enhance your CV
- Use your skills to contribute to the success of Burning Nights CRPS Support
- Increase knowledge and understanding of CRPS
- References to add to your CV (only available after 6 months of successful volunteering)
- Be part of a team of volunteers and meet new people
- Increase your confidence and gain new skills
- Understanding of the functions of Burning Nights CRPS Support

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)

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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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