

# Arthritis UK

## Volunteer Role Profile

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### Information and Support Talk Volunteer

**Time Commitment:** Flexible, each session lasts 1 – 2.5 hours plus time for training and reflective practice

**Staff Contact:** Regional Officer

### How you will make a difference

At Arthritis UK, we believe everyone should have the support and information they need to live well. Our peer-led information sessions empower people, including people with arthritis, chronic pain, and MSK conditions by giving them tools to take back control and manage their condition with confidence. As an Information and Support Talk Volunteer, you'll play a vital role in delivering engaging, supportive sessions that change lives.

### What you will be doing

- Work as part of a team to prepare and deliver information sessions.
- Assist with session planning, delivery and follow up tasks
- Share appropriate publications and materials with people
- Help participants learn practical self-management techniques
- Present to diverse audiences in a friendly, informative and engaging way
- Provide a welcoming, inclusive and supportive environment
- Answer general queries and signpost specific questions to the appropriate member of staff, resources or helpline
- Option to attend information sharing events such as community involvement network groups and community action days
- Ensure safeguarding procedures are followed.

### Where you will be doing it

- Face to face session in community settings e.g. community halls, libraries, hospitals
- Online sessions using TEAMS or Zoom.

## **Who we are looking for**

You don't need to be an expert, just passionate, reliable, and willing to learn!

- Personal experience of arthritis or another long-term condition
- Caring, sensitive, and empathetic to people from all backgrounds
- Good communication skills
- Ability to give constructive feedback
- Good IT skills with reliable internet access
- Reliable and committed
- Willing to complete training and work as part of a team
- 18 years or over.

## **What you will get in return**

- Training and induction to prepare you for your role
- Access to ongoing training, resources and support
- Opportunities to connect and network with other volunteers
- Develop and enhance your skills
- Reimbursement of reasonable expenses
- Opportunity to make a difference to people with arthritis.

## **Important Information**

Arthritis UK is committed to protecting children, young people, and vulnerable adults from harm. As part of our recruitment process, we follow safer recruitment practices and carry out the necessary checks to ensure candidates are suitable to volunteer with these groups. Completion of safeguarding training will also be required at the start of your volunteering.

For this role, our safer recruitment procedures include:

- An informal chat to discuss the role, get to know you and understand your motivations for volunteering
- Two references
- Photo identification.

**Ready to join us?**

We'd love to hear from you!

Let's **make a difference together.**



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