

Advice Line Volunteer Advisor Information Pack

Thank you so much for considering starting your volunteer journey with Pregnant Then Screwed. Your dedication will help us to continue to support the lives of working parents across the country.

To apply for the role please take a look at the Role Description and Person Specification below. If it sounds like the right volunteer role for you please email sumaiya@pregnantthenscrewed.com with a [one page cover letter](#) explaining why you'd be a fab addition to our awesome team of Advice Line volunteers, along with [your most recent CV](#) and [a copy of your CIPD certificate](#) by **midnight 4th November 2023**. We'd appreciate if you could also complete our [Equality & Diversity form](#) linked [here](#), once you've submitted your application.

What you can expect from the volunteer recruitment process:

- Applications close midnight 4th November 2023
- Applications will be processed on an ongoing basis but all shortlisted applicants will be contacted by 10th November
- We will ask you to complete a short written task followed by a 1:1 half hour chat with one of the PTS team
- Once all the paperwork has been returned we will get you onboarded and give you a start date

Role Description	
Role Title	Advice Line Advisor
Location	Home-based
Reporting To	Volunteer Team Lead and Support Services Administrator
Time Commitment	<p>Minimum of 2 hours per week, as mutually agreed upon with PTS.</p> <p>A commitment to volunteer with us for at least 6 months - dependant on individual circumstances, e.g. we would welcome a discussion with applicants who are due to go on maternity/paternity leave and can flex their 6 month commitment around their periods of leave.</p> <p>Additional time may be required for periodic training sessions or team meetings.</p>
Main Role Purpose	<p>The Advice Line Advisors play a vital role in providing support and guidance to working parents facing unfair treatment or discrimination in the workplace via our advice line. Volunteers will offer advice, listen empathetically, and provide information about employee rights and available resources. This role is critical in empowering parents to make informed decisions and navigate workplace challenges effectively.</p>
Key Responsibilities	<p>Answer incoming phone calls from individuals seeking support and advice, i.e.</p> <ul style="list-style-type: none"> ● Listen actively, empathise, and provide guidance within the scope of the organisation's resources and expertise. ● Refer to our legal partner, Primas Law and/or Thrive Law, if required <p>Provide Emotional Support, i.e.</p> <ul style="list-style-type: none"> ● Create a safe and non-judgmental environment for individuals to share their experiences and concerns.

- Demonstrate empathy, active listening, and sensitivity to the unique challenges faced by working parents.
- Offer emotional support and reassurance while maintaining professional boundaries.

Share Knowledge and Resources, i.e.

- Stay updated on current employment laws, regulations, and policies related to pregnancy, maternity leave, and discrimination.
- Utilise available resources and training to provide accurate and up-to-date information to individuals seeking assistance.
- Direct individuals to relevant resources, support networks, and organisations that can provide further assistance.

Maintain Confidentiality, i.e.

- Respect and maintain the confidentiality of all individuals who seek support, ensuring that their personal information remains secure and protected.
- Adhere to the PTS's policies and procedures regarding data privacy and confidentiality.

Documentation and Reporting, i.e

- Accurately record and document interactions with individuals, ensuring that essential details and inquiries are captured in our systems or databases.
- Provide periodic reports to the Support Services Administrator or relevant Team Leader on the nature of inquiries and trends observed.

Person Specification

Essential Skills/Qualification

- Minimum 5 years working in an HR role
- Level 5 CIPD qualification
- Excellent verbal and written communication skills.
- Empathy, active listening skills, and the ability to provide non-judgmental support.
- Knowledge or willingness to learn about employment laws, regulations, and policies related to pregnancy, maternity leave, and discrimination.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Reliable and committed to volunteering for a minimum of 2 hours per week.
- Comfortable using technology, including phone systems and email platforms.

Desirable Skills/Qualification

- Level 7 CIPD qualified
- A parent
- Lived experience of maternity/paternity /pregnancy discrimination