



Job Title: Vetlife Helpline Manager

Reporting to: Chair of Vetlife Helpline

Responsible for: Helpline Volunteers

Purpose and Scope of Role: The Helpline Manager has duties that are both inward and outward focused, but all relate to the maintenance and development of Vetlife's Helpline service to the UK veterinary profession. A broad outline of role is provided below. For details of the various sections please refer to the appendix.

Vetlife Helpline Volunteers:

Selecting, training and supporting Vetlife Helpline Volunteers (VHVs)

Writing, updating, delivering or outsourcing training to VHV (depending on applicant's experience).

Finance:

Writing Vetlife Helpline budget on an annual basis

Quality Control:

Audit of email responses for quality

Maintaining risk register for Helpline

Safeguarding:

Arranging safeguarding training

Being Helpline point of contact for safeguarding

Escalating safeguarding concerns where they arise

Communication and Outreach:

Talks at vet schools, meetings and conferences, if suitably qualified to do so

Overview of Vetlife Newsletter

Reports for Board about Helpline activity

Writing articles, blogs or social media content

Liaison with Vetlife Health Support provider depending on appointee

Support for the veterinary community

Vetlife is a working title of the Veterinary Benevolent Fund which is a Charitable Company Limited by Guarantee, Company No. 153010 at 7 Mansfield Street, London W1G 9NQ, Charity Registration No. 224776

vetlife.org.uk



Appendix.

Volunteer Selection:

Selecting and training volunteers to be involved with selection interviews
Liaison with applicants who make direct contact
Review of application forms
Overview of selection process
Interviews for some applicants
Delegations of interviews to other interviewers
Hosting review meeting to discuss candidates with interviewers post interview
Responsibility for decisions about volunteer progression
Inviting candidates to training
Answering questions about helpline which arise during others' interviews

Volunteer support:

Checking in with and supporting volunteers who have personal issues
Negotiating reduced shift agreements with volunteers who are experiencing personal issues
Support for volunteers who have taken a difficult call
Monitoring call logs to identify where volunteers may need support

VHL Mentoring:

Recruiting, selecting, and advising mentors
Liaising with volunteer coordinating mentoring (recent development)
Checking in with mentors and their mentees during mentor process
Overview of mentoring process
Developing a manual for mentors

Training (comprehensive remit, depending on applicant's experience):

Writing all initial training material and updating this annually
Delivering all initial training material annually or biannually

Support for the veterinary community

Vetlife is a working title of the Veterinary Benevolent Fund which is a Charitable Company Limited by Guarantee, Company No. 153010 at 7 Mansfield Street, London W1G 9NQ, Charity Registration No. 224776

vetlife.org.uk



Selecting and training volunteer trainer group

Writing ongoing training material (most years)

Liaison with other agencies involved in ongoing training where external agencies involved

Delivering ongoing training (most years)

Writing and delivering training on behalf of VHL to other agencies/groups – e.g. AVS welfare reps

Liaising with admin staff over training venues

Overview of training process

Finance:

Writing helpline budget

Liaising with board over budget requirements

Liaising with MMI over financial support for Moneypenny service

Quality Control:

Audit of email responses for quality

Working with volunteers where quality issues have been identified

Maintaining risk register for helpline

Safeguarding:

Training volunteers in safeguarding issues

Being helpline point of contact for safeguarding

Escalating safeguarding concerns where they arise

Operational management:

Liaison with Moneypenny in emergencies when confusion with rota or unable to contact volunteer on duty (24h)

Shift cover in emergencies when volunteer sick at short notice or rota error

Liaison with Sereno when email service fault that affects service delivery (24h)

Maintenance and development of all helpline SOPs and policy

Keeping up to date with policy developments in helpline field

Supporting helper on duty with questions as they arise (24h)

Management of vet helpline CD cupboard sticker project

Support for the veterinary community

Vetlife is a working title of the Veterinary Benevolent Fund which is a Charitable Company Limited by Guarantee, Company No. 153010 at 7 Mansfield Street, London W1G 9NQ, Charity Registration No. 224776

vetlife.org.uk



Liaison with admin team about administrative aspects of helpline (rota, contact list) and data protection policies and procedures for helpline

Communication and Outreach:

Talks at vet schools about helpline

Talks at other meetings and conferences on behalf of helpline

Reports for Board about helpline activity

Writing press articles and interviews with media

Writing blogs or social media content re: helpline

Liaison with Vetlife Health Support providers:

Liaising with VHS about training content

Liaising with VHS about policy and procedures for referrals

Liaising with VHS about referral documentation

Working with VHS to develop supervision plans for volunteers

Caller support:

Liaison with VHS about callers we are most concerned about for advice

Liaison with regular callers about contact with VHL and how we can best help

Manual and newsletter:

Oversight of newsletter

Oversight of editorial decisions on manual

Answering queries from other agencies/stakeholders about helpline

Checking accuracy or signposting list

Statistics:

Liaising with statistics recorder about stats

Analysing and presenting stats for Board and externally

Reviewing the stats we collect

Improving call recording documentation

Support for the veterinary community

Vetlife is a working title of the Veterinary Benevolent Fund which is a Charitable Company Limited by Guarantee, Company No. 153010 at 7 Mansfield Street, London W1G 9NQ, Charity Registration No. 224776

vetlife.org.uk



Compliance:

Monitoring for Conflicts of interest or quality issues and liaising with volunteers

Local resolution of complaints where appropriate

Support for the veterinary community

Vetlife is a working title of the Veterinary Benevolent Fund which is a Charitable Company Limited by Guarantee, Company No. 153010 at 7 Mansfield Street, London W1G 9NQ, Charity Registration No. 224776

vetlife.org.uk