

Could you be a  
**Support and  
Information  
Volunteer**



# About us



Lupus UK is a registered not-for-profit charity established in 1990.

## Our Vision

A world where people with lupus can live full and active lives.

## Our Mission

To empower people by providing information about lupus and offering support, so their voices are heard and their condition diagnosed and managed effectively.

## Our Values

- We believe in improving the lives of people who have lupus.
- We believe that lupus patients are entitled to specialised care and treatment.
- We believe that lupus patients are entitled to the best possible information about their condition.
- We believe in informing and educating the medical profession and the public about lupus and its effects.
- We believe in bringing people with lupus together so they are not isolated.
- We believe in listening to people who want to talk about lupus.

## What we do

**We deliver a wide range of activities to achieve our vision. Our charitable objectives are:**

- To increase awareness of lupus amongst patients, health professionals and the public.
- For all people with lupus in the UK to have a timely diagnosis and equitable access to high quality treatment.
- To empower people living with lupus.
- To support families and carers impacted by a diagnosis of lupus.
- To influence at policy level, ensuring that the voices of those living with lupus are heard.
- For Lupus UK to represent the whole lupus community.

# About the role

## Role Title

Support and Information Line Volunteer

## Reports To

Support Services Co-ordinator

## Role Purpose

The role of a **Support and Information Line Volunteer** is to offer emotional support, information, and a listening ear to individuals affected by lupus, via telephone and email.

## Key Values and Responsibilities

- Provide empathetic, non-judgmental support via phone or email.
- Signpost callers to relevant resources and services.
- Follow safeguarding and escalation procedures as needed and adhere to safeguarding and data policies.
- Log calls and interactions accurately using our secure system.
- Attend occasional online training, meetings and supervision.
- Maintain confidentiality, providing a private space for talking with callers.
- Uphold our good practice guide for safeguarding, health & safety, data protection and our PIF TICK certification on health information.
- Undertake relevant training, provide references and undergo a Basic DBS check

## Key Requirements of the Role

### Essential

- Strong communication and listening skills.
- Ability to maintain boundaries and confidentiality.
- Access to stable internet connection and basic digital skills, and a suitable device to access Microsoft 365.
- A quiet, private space to volunteer from.

### Desirable

- Lived experience of lupus, autoimmune conditions, or other long-term health challenges.
- Previous experience in a support or helpline role.

## What are the next steps?

Contact our Community Services Development team.

There are other volunteer roles which may be suited to your time commitments and interests, let's discuss those too.



Support Group Facilitator



Support and Information Line Volunteer



Support Group Assistant

We have a range of volunteer opportunities, please contact us for details

For more information, please email our Volunteering team at [volunteer@lupusuk.org.uk](mailto:volunteer@lupusuk.org.uk)