

Volunteering Pack 2024



Volunteering Pack 2023

CONTENTS

Welcome	1
Helpline	2
Support Groups	4
Youth Services	6
Media and Awareness	9

Welcome

Thank you for your interest in volunteering with OCD Action. We are the UK's leading charity for everyone affected by OCD and related conditions. We exist to ensure OCD is well understood and everyone gets the treatment and the support they need, when they need it.

For over 25 years we have delivered frontline services which make a tangible and long-term difference to the lives of people with OCD, their families, carers, and friends.

Joining our team

At OCD Action, we have a range of valuable and rewarding roles available, and you can volunteer from wherever you are based in the country. We hope you enjoy reading this pack, where you can learn about how you can get involved through volunteering and make a difference to the lives of those affected by OCD.

We want volunteering with us to be the best opportunity it can be for you. Therefore, if you would like to apply, but have concerns or questions about how the role or application process may function which could be a barrier, please email us to discuss. Where possible we will work with you to make reasonable adjustments. You can email us on volunteering@ocdaction.org.uk.

OCD Action Helpline



The OCD Action Helpline is an unbiased source of information and support for people with OCD and related conditions and the people in their lives.

The Helpline offers a safe and understanding space where people affected by OCD and related conditions can find out more about the conditions, what can help, and how to access the right support.

Last year, the Helpline supported over 2,800 people via phone and email, providing crucial information and guidance to people impacted by OCD. Our vital service is delivered by fantastic volunteers, who have a strong understanding of OCD and what impact it can have on people's lives. All volunteers undergo an in-depth, 8-week training course before taking calls unsupervised, and receive ongoing support after finishing their training.

OCD Action Helpline

Role: Helpline Volunteer

Aim of volunteering role: To provide confidential and unbiased help, information and support to adults with OCD, carers and anyone who is concerned that they, or their friends and relatives may have OCD or a related condition.

Minimum Commitment: One three-hour shift per week, minimum commitment of one year

Place of work: Remote

Tasks: To receive and respond to Helpline calls and emails; to offer ongoing, time-limited support to individuals attending therapy; to request and organise posted information packs for service users when needed; to keep a record of all calls and voicemails using the call recording form; to participate in debriefing sessions and training days.

Skills and attributes needed: Empathy and understanding; a non-judgemental attitude; excellent communication and listening skills; an interest in and ability to learn about OCD and the recommended treatments; an ability to learn independently, following a training plan; reliability; good word processing/IT skills.

"For years I felt totally lost and alone as a result of my OCD. That completely changed the day I picked up the phone to call OCD Action. The volunteer I spoke to was patient and empathetic and they gave me the knowledge and support I needed. I now feel so much better equipped and hopeful about the future."

Quote from a Helpline service user

OCD Action Online Support Groups



OCD Action provides over 50 peer-led, online support groups, offering people affected by OCD and related conditions a safe space to connect with others who can empathise with their experiences.

We offer a range support groups catering to different groups of people who are affected by OCD and related conditions, including specific groups for parents, partners and young people. You can find a full list of our support groups [here](#).

Volunteering roles in the Support Groups project range from group facilitation to behind-the-scenes admin support. All volunteers receive training and ongoing support and supervision.

We are currently recruiting for **Admin Volunteers**, which you can read about on the next page.

OCD Action Online Support Groups

Role: Admin Volunteer

Aim of volunteering role: An admin volunteer's primary focus is to ensure the smooth running behind the scenes of our Support Groups. This role will mainly include working alongside the OCD Action volunteers and staff to assist with member sign ups. Other parts of the role may include inbox management, handling of incorrect bookings, responding to enquiries and other admin tasks in line with your role. Volunteers will need to have access to a laptop/tablet or PC.

Commitment: During the Admins Volunteer's recruitment process, their availability will be discussed, and the number of hours agreed upon. Hours are completely flexible and can fluctuate from week to week, but on average most admin volunteers volunteer for around four hours per week.

Place of work: Remote

Tasks: To add new members to our databases, ensuring all contact information and group selection is accurate; to liaise with group members to ensure accurate group placements; to manage the groups email inbox; to unsubscribe members who no longer wish to attend groups; to check for incorrect bookings and contact members to make amendments.

Knowledge and experience: It would be ideal for an admin volunteer to have experience within administration and with using systems such as Office 365 & Gmail. However, this is not essential as full training will be provided. We also ask that our admin volunteers have great attention to detail and organisation skills.

OCD Action Youth Services



OCD Youth is a service for young people with OCD and related conditions, run by young people with OCD and related conditions.

The service consists of the Youth e-Helpline, Young People's Engagement Panel, and an online social media community.

Living with OCD can be incredibly isolating, and we know that being a young person and having to navigate mental health services can be at times confusing and frustrating. OCD Youth is here to provide young people affected by OCD with the support and community they need during their recovery journey. If you are a young person who wants to support other young people, keep reading to learn about the ways you can get involved.

OCD Action Young People's Services

Role: Youth e-Helpline Volunteer

Goals of the service: To bridge the gap between where young people are now and where they are receiving high-quality treatment by:

- Informing young people about the conditions and their treatments
- Empowering young people to seek treatment
- Reducing their feelings of isolation
- Improving their wellbeing

About the role: As a Youth e-Helpline volunteer you will respond to emails from service users from home. You will provide confidential and unbiased help, information and support to young people aged 14 – 25 who live with or are affected by OCD and related conditions.

Please note that this role is open to people aged between 18 and 30.

Commitment: One three-hour shift per week, minimum commitment of one year

Place of work: Remote

Tasks: To respond to emails from service users; to send follow up check-in emails to service users; to keep a record of emails using the Email Monitoring Form; to participate in training and regular one-to-ones.

Skills and attributes needed: Empathy and understanding; a non-judgemental attitude; sensitivity to the needs of young people; an ability to adapt your communication style for different service users; excellent communication and listening skills; an interest in and ability to learn about OCD and the recommended treatments; an ability to learn independently, following a training plan; reliability; good word processing/IT skills.

OCD Action Young People's Services

Role: Youth Engagement Panel Member

About this role

At OCD Action, we are co-designing our Youth programme with young people who are affected by OCD and BDD as we strongly believe that working together will help us to deliver the best support for our growing community of young people affected by OCD and related conditions.

As a member of OCD Action's Youth Engagement Panel, you will have the opportunity to use your lived experience as a young person with OCD or a related condition to shape OCD Action's Youth Services through a way of working together called Co-production. You will work with other panellists and staff to shape OCD Action's Youth service through designing, delivering, and participating in a range of activities. **Please note that this role is open to people with lived experience of OCD, aged between 18 and 25.**

Minimum Commitment

- Availability to attend a monthly meeting (2 hours) – on a Monday evening via Zoom
- Time outside of meetings to carry out agreed actions from meetings (this will vary month-to-month and will be agreed in Co-production Panel meetings)
- Minimum commitment of 1 year

Place of work: Remote

Tasks: To attend monthly meetings; to raise awareness of and encourage engagement with OCD Action's Youth Service; to communicate with your networks to help OCD Action build an understanding of the need for services and how we may best be able to respond; to work together with other panellists and staff to identify and shape ideas and grow plans; to lead tasks when required.

Skills and attributes needed: Teamwork; empathy and understanding; a non-judgemental and patient attitude; excellent communication and listening skills; proactivity; reliability.

Media and Awareness



At OCD Action, we are working towards a time where OCD is well understood, and everybody gets the support and treatment they need, when they need it.

OCD is a serious and often debilitating mental health condition - despite this, OCD is still highly misunderstood and trivialised. At OCD Action, we want this to change. Raising awareness of the reality of OCD amongst the public is one of our biggest priorities as a charity.

One of the ways we work to tackle the trivialisation of OCD is through working with the media to share real stories of what it's like to live with OCD. Our media volunteers courageously share their experiences with a range of media outlets; these include print, radio and television. If you're interested in becoming a media volunteer with OCD Action, **[head to our website](#)** to find out more.