



National Eating Disorders Association

603 Stewart Street, Suite 803 ~ Seattle, WA 98101

Mission: NEDA is dedicated to supporting those affected by eating disorders and be a catalyst for prevention, cures and access to quality care.

Title: Helpline Volunteer

Supervisor: Helpline Supervisor

Position Summary:

Information and Referral Helpline volunteers/interns will offer information and referrals to callers and answer basic questions regarding body image and eating disorders in a caring and compassionate manner. The Helpline volunteer may also assist with other duties in the National Eating Disorders Association office as needed (i.e. writing letters, assisting with information distribution, etc.). This position is a great learning opportunity and involves over 8 hours of training.

Primary Responsibilities:

1. Information and Referral Services:

- Provide positive, respectful, and timely responses regarding eating disorder information requests via incoming phone calls, voicemail messages, and emails.
- Ensure the distribution of Helpline information and referral material in a timely manner.
- Ensure information distribution that fits the needs of the individual and is presented in a professional manner.
- Compose general letters of response for information requests.
- Review educational literature and identify literature that needs revision and/or work with other staff, as necessary, to create needed information.
- Develop skills related to database management.
- Increase knowledge and understanding concerning eating disorders and how to appropriately support those affected by them.
- When deemed appropriate by Helpline Supervisor, may assist in the training of newer Helpline volunteers/interns.
- Contribute to the association's mission of eliminating eating disorders and body dissatisfaction.

2. Program and Administrative Duties:

- Assist program staff with ongoing educational and outreach projects.
- Assist with minor administrative tasks as needed.

Required Qualifications:

- High energy, positive attitude, and enthusiasm.
- Meticulous attention to detail and strong organizational skills.
- Excellent communication skills.
- Demonstrated ability to provide quality customer service.
- Strong computer skills, data and word-processing ability.
- Willing and able to work effectively as an individual and as part of a team.

Time Frame and Commitment:

- Completion of 8 hour Helpline training
- Minimum of 3 hours per week for a minimum of 6 months

Volunteer Agreement:

I have read the *Volunteer Position Description* and the *Mission* of the National Eating Disorders Association and I agree to carry out my responsibilities as described, and work to further the mission of the National Eating Disorders Association.

Volunteer's Signature

Date

Supervisor's Signature

Date