

PRAYERLINE VOLUNTEER ROLE DESCRIPTION

Employer: United Christian Broadcasters Limited
Title: UCB Prayerline Phone Volunteer
Reporting to: Prayerline Administration Team
Location: Homebased - Various locations nationally
Profile: To pray using the Bible, over the telephone.

Duties:

- Be willing to pray with callers to the UCB Prayerline service.
- Be willing to keep basic notes of call conversations, store these for 3 months and then confidentially dispose of them.
- Be willing to submit call statistics after each shift.
- Be willing to attend relevant training, as appropriate.
- Be willing to be part of a national team and engage virtually by attending meetings and events.
- Be responsible for any data collected (in line with current Data/GDPR legislation, training is given).
- Be willing to promote the service to your church and wider community.

Qualifications, Knowledge, Experience and Key Skills:

- Have a good knowledge and understanding of Holy Scripture.
- Strong interpersonal skills, the ability to communicate to people from all different backgrounds.
- Strong active listening skills.
- Strong verbal communication skills.
- Have the ability to maintain a polite but professional approach even under duress.
- Be fully literate, having a good command of English, both spoken and written.
- Must have basic computer literacy, working confidently with Microsoft Office Suite.
- Have access to a stable internet connection.
- Have basic technology skills to connect to the Prayerline phone system and to receive team communications.
- Have experience in ministry (desirable, not essential)
- A basic understanding and patience with mental health issues (desirable)

Hours of volunteering

Minimum of 2 hours per week, with opportunity to increase if desired.

Our current opening times are:

Monday to Friday	9.00am to 10.00pm
Saturday	10.00am to 6.00pm

Person Specification:

Character

Be an Ambassador of Christ and UCB delivering a distinctly Christian service to callers.

Must be a practicing Christian, mature in faith and personal standing.

High level of confidentiality.

Be punctual, enabling effective cover of our rota.

Must enjoy working with people.

Must be flexible with a positive can do attitude.

The ability to work as part of a team.

Chemistry

Ability to adapt and deflect the intensity and complexity of a call.

Unbiased attitude to the culture and opinions of each caller.

Experienced in praying for others in an appropriate context of relationship.

Calling

Have the ability to minister, led by the Holy Spirit through prayer, using the Bible.

An awareness of God's calling and anointing for prayer and the power of God's word.

Compassion

Have the ability to listen effectively and sensitively.

Have patience with people who are in a distressed state.

Courage

Bracing the unknown from the call received, because this is the reality.

Ability to facilitate the call in context with the prayer need.

Capacity

Have a non-judgemental approach at all times.

Have enough self-awareness and resilience to cope with the demands of the role, over the agreed time slot.

Willing to submit to the authority of UCB Prayerline guidelines and boundaries as set out in the training.

Mandatory Requirements

To agree to the UCB statement of Faith and Core Values, signature required.

To agree to the UCB Statement of Volunteering and Confidentiality, signature required.

A DBS check is required and 2 character references, one of which must be your church leader.

Dated: September 2022