

Volunteering Opportunity

1. Volunteer Call Attendant (02 Positions)

UCS in the bid to scale up patient support activities is seeking to recruit a volunteer to manage the patient support desk at its secretariat. We are searching for a polite, and professional volunteer call attendant to work closely with other team members to provide outstanding call services to patients and caregivers. The volunteer may handle a high volume of outbound calls and sometimes inbound and should seek to create a positive experience for each call and caller.

Location: Kampala

Type of Employment: Contract

Reports to: Programs Officer

Duration: 06 Months (fixed appointment)

RESPONSIBILITIES AND TASKS

- Learning about and addressing the call needs of patients and caregivers
- Responding efficiently and accurately to their calling needs and making them feel supported and valued.
- Engaging in active listening with patients and caregivers.
- Screening patients for eligibility
- Utilizing phones, airtime, tables, and tools for the job effectively and appropriately.
- Selling or distributing products for example, prosthesis and other artificial body parts to patients that needs them.
- Taking part in activities and other learning opportunities as may arise within the organisation.
- Adhering to all UCS' policies and procedures.
- Building lasting relationships with other UCS team members based on trust and reliability.
- Any other task as may be directed by the supervisor

ACADEMIC QUALIFICATION

- Diploma or equivalent.

EXPERIENCE

- Experience in general patient support care such as psycho social support
- Experience in customer/ client care
- Experience of managing phone call services is of added advantage.
- Experience in the use of cancer education materials for patients and caregivers is also an added advantage.

COMPETENCIES/PERSONAL ATTRIBUTES

- Active listening, verbal and written communication skills and professional phone handling.
- Patient centeredness
- Understanding of UCS' coordination work
- Fluency in multiple languages is of added advantage.

ADDITIONAL INFORMATION

- All female candidates are strongly encouraged to apply
- Members of Uganda Cancer Society are equally encouraged to apply

Those interested should send their application letter and curriculum vitae to: info@ugandacancersociety.org addressed to: The Executive Director and the subject line should be for the position applied for.

Applications should be sent not later than 12th March 2020, 5:00pm. Any applications sent after the deadline will not be considered.