

# Support Mail Volunteer



## Role Description

The Aware Support Mail service provides support and information for individuals experiencing depression, bipolar or mood related conditions and for family and friends supporting a loved one. Volunteers will ensure that all emails are responded to within the framework of Aware's Support Mail Approach. Each volunteer is trained to respond to each email with empathy, by allowing clarification, consideration of options and encouraging helpful action while adhering to Aware's ethos, policies and procedures. The Support Mail Volunteer reports to the Support Line and Support Mail Service Manager.

## Person Description - Qualities and Skills

An Aware volunteer will be empathetic and possess good communication skills, have an ability to take direction and possess enthusiasm and passion for the area of mental health and/or for the work of Aware. The Aware volunteer must be respectful of others and understand the importance of being a supportive and flexible team player. They must be willing to make a long term commitment to volunteering with Aware and to participate in mandatory ongoing training.

## Other Requirements

- Must be over 25 years of age
- Garda clearance will be required and two references
- This role is available for people to apply nationwide
- Basic computer skills
- Access to laptop/computer
- Good broadband
- Children First Online training (further details will be provided by Aware on acceptance to Aware training).
- Fluent written and spoken English

**Guiding Principles:**

Volunteers will respond to emails which promote pathways to recovery through the provision of support, literature and information:

- treating persons contacting the service with dignity and respect with due regard to the principles and guidelines of Aware
- responding to each email in a non-judgemental manner and in accordance with Aware's Confidentiality Policy
- to provide information on Aware's additional services including Life skills, the face to face support groups, Support Line and Lectures where appropriate

**Duties & Commitment:**

- To honour a three hour weekly commitment for a minimum of eighteen months.
- To respond to a maximum of four emails per shift.
- To carry out the role as set out in the Aware Volunteer Agreement
- To attend a minimum of four bi-monthly meetings per annum
- To participate in initial and ongoing training provided.
- To bring to the attention to the Service Manager any issues of concern regarding any aspect of your role as volunteer for Aware
- To participate as required in evaluations and audits of the Service
- To act at all times according to the guidelines and Code of Practice of Aware.

**Team work and rota:**

It is important that volunteers adhere to the rota to support the stability, consistency and efficiency of the service:

- To ensure to submit availability for the monthly rota
- To find a replacement if unable to honour a slot and to inform the service manager as soon as possible of this change

- To attend bi-monthly meetings in order to discuss any issues, address challenges and ensure clear communications

**Benefits of Volunteering with Aware:**

- Full training provided.
- Ongoing support.
- Development of skill set.
- References provided upon completion of required period of service.\*
- Out of pocket expenses covered.\*\*
- Experience of working with a national organisation which strives for best practice and whose services are independently evaluated.
- Opportunities to progress with Aware.

\* Details re provision of references outlined in section 4.5 of the Aware Volunteer Policy.

\*\*Criteria and conditions apply.