

Support Line Volunteer

ROLE DESCRIPTION



WHAT IS THE PURPOSE OF THE SUPPORT LINE

The Aware Support Line provides telephone support and information for individuals experiencing depression, bipolar disorder and mood related conditions and for family and friends supporting a loved one. This is a National Freephone Service and operates 10am-10pm seven days a week.

WHAT IS THE ROLE OF THE SUPPORT LINE VOLUNTEER?

The Support Line Volunteer ensures that all calls to the Aware Support Line are conducted within the framework of the Support Line approach. Each volunteer is trained to respond to all calls with empathy, by allowing clarification, consideration of options and encouraging positive action while adhering to Aware's ethos, policies and procedures.

WHAT SKILLS OR QUALIFICATIONS WILL I NEED?

An Aware Support Line volunteer is empathetic, compassionate with excellent communication skills. They are able to work through the Aware frameworks while maintaining a positive relationship with the caller. They possess enthusiasm and passion for the area of mental health and/or for the work of Aware. The volunteer is always respectful of others and understands 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.

WHAT ARE THE AWARE GUIDING PRINCIPLES?

Volunteers respond to calls to the Support Line by promoting pathways to recovery through:

- Treating callers with dignity and respect with due regard to the principles and guidelines of Aware
- Responding to each call in a non-judgemental manner and in accordance with Aware's Confidentiality and Risk Management Policy
- Promoting pathways to recovery through the provision of literature and offering information on Aware's additional services including Life Skills, the Support & Self Care Groups, Educational Programmes etc.

OTHER REQUIREMENTS

Personal

- Over 21 years of age
- Fluent written & spoken English
- Computer Skills
- Passionate about mental health
- Empathetic, compassionate nature
- Excellent communication skills
- Excellent Listening Skills
- Punctual and reliable
- Attendance at all training

Your Environment

- Reliable Broadband
- Quiet, private location to work
- Smartphone or desktop
- Available 3 hours per week for 18 months
- Willing to volunteer from Leeson St (Dublin based Volunteers)

Paperwork

- Garda Vetting
- 2 x References
- 2 x HSEland Courses (Children First & Safeguarding Adults at Risk of Abuse)

