

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 other mood related conditions and for family and friends supporting a loved one. This is a national freephone service and operates 10am-10pm, 7 days a week.

WHAT IS THE ROLE OF THE SUPPORT LINE VOLUNTEER?

Support Line Volunteers ensure that all calls to the Aware Support line are conducted within the Support Line call framework, as clinically approved and outlined at initial and ongoing training. Each volunteer is fully trained to respond to calls with empathy, and to empower the caller by signposting helpful next steps and options, referencing our approved list of organisations, and encouraging positive action while adhering to Aware's ethos, policies, and procedures. Support Line volunteers are non-directive and do not offer advice to callers.

WHAT SKILLS OR QUALIFICATIONS WILL I NEED?

Aware Support Line volunteers are empathic, compassionate, and possess excellent communication and interpersonal skills. They work within the Aware Support Line call framework and maintain a good rapport with the caller. They are enthusiastic and passionate about positive mental health and adhere to Aware's ethos. Volunteers are respectful of others and value the importance of being a supportive team player. They are willing to make an 18-month commitment to volunteering with Aware and to participate in ongoing developmental training. Experience in mental health study, work, or volunteering is not a requirement but can be helpful.

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 Support & Self-care groups, educational programmes, counselling etc.

OTHER REQUIREMENTS

Personal

- Over 21 years old
- 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 (A mix of mandatory in-person training and online training)
- Resident of Ireland

Environment

- Reliable broadband
- Quiet and private location to work
- Smartphone or desktop
- Available 3 hours per week for 18 months
- Willing to volunteer from Leeson Street (Dublin based volunteers)

Paperwork

- Garda Vetting
- 2x References
- 2x HSE Land Courses (Children First & Safeguarding Adults at risk of abuse)