

Volunteer Program Job Description



Organisation:	Arafmi Ltd
Physical Location:	Own home / Own home landline telephone is preferred but mobile is accepted
Job Title:	Telephone Support Volunteer
Days/times job is available:	There are a range of shifts available between: - Monday to Friday (4.30pm and 8.30am) - Saturday and Sunday (8am and 8pm) - Public holidays included and also overnight. Please note, shift times are negotiable.
Average number of hours required each week/month:	At least one shift per fortnight
Contact Person:	Julie Baker
Phone Number:	07 3254 1881

Tasks:

- Respond to calls to the 24-hour telephone support line.
- Provide emotional support, information and/or referral - as determined by the caller. Maintain an accurate record of calls and submit required information to the Arafmi office every 3 months.
- Attend twice yearly feedback and update sessions at the Arafmi New Farm office.

Skills required:

- Basic counselling skills which includes the ability to listen, empathise and reflect feelings. The ability to work effectively as a member of a team.

Training provided:

- Arafmi will provide training in basic counselling skills. (The length of this course depends on the level of skills and competencies that the volunteer already possesses).

Skills to be gained:

- Basic counselling and communication skills.

Preferred volunteer characteristics:

- Reliable with a mature outlook
- Sound interpersonal skills
- The ability to acquire knowledge and understanding of issues relating to **CARERS** of people with a mental health issue.