



Mental Health Carers

Arafmi Queensland Inc.

TELEPHONE SUPPORT VOLUNTEER JOB DESCRIPTION

Organisation:	Arafmi Queensland Inc.
Physical location:	Own home
Job title:	Telephone Support Volunteer
Days/times job is available:	Between 4.30 pm and 8.30 am (4 separate shifts with varying times) Monday to Friday Between 8am and 8pm on Saturday and Sunday, public holidays included (3 separate shifts x 4 hours) and overnight. Shift times are negotiable
Average number of hours Required each week/month:	At least one shift per fortnight
Contact person:	Julie Baker/Marj Bloor
Phone number:	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.

Own home landline telephone is preferred.

March 2016