



## CMHA TV AMHS Support Line Volunteer Role Description

Section: Crisis Services, Supportive Response Date: October 5, 2021

Position Location: VIRTUAL

### *Role Description and Primary Responsibilities:*

- Ensure reliable and consistent access to a working computer, internet connection and quiet space to provide confidential supportive listening and information as necessary to individuals calling the Support Line.
- Assess and triage crisis calls when needed to link callers to the Reach Out Line when necessary.
- Utilize a database and other resources to provide community referral information to callers.
- Maintain accurate data collection and enter relevant information into the database.
- Attend all scheduled training sessions for the Support Line Volunteer role, inclusive of self-directed virtual training modules

### *Role Specifications and Required Qualifications:*

- Current Vulnerable Person's Sector Check.
- Sensitivity to the variety of issues that callers will be presenting with, including mental health and/or addictions.
- Some knowledge of mental health and/or addictions, CMHA TV AMHS Programs & Services and community resources.
- Experience working with individuals from diverse backgrounds.
- Fluency in French, or another second language, would be an asset to this position.

### *Physical and Mental Requirements:*

- Must be able to sit for a few hours at a time.
- Must be able to maintain a calm demeanor and stay focused in a changing environment;
- Must be able to steer conversations to remain appropriate, welcoming, safe, and non-judgemental.

I acknowledge that I understand the responsibilities and requirements of my position as a Support Line Volunteer, as outlined in the Role Description and Role Specifications Above.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*I will meet the time commitment of one calendar year, for 16 hours per month including one overnight shift per month, and will self-schedule my shifts. I also agree to complete all scheduled Support Line training sessions, inclusive of self-directed virtual training modules that I will be given access to.*

Initials: \_\_\_\_\_

## Summary of Support Line Volunteer Position:

Support Line Volunteers are an important part of the core services offered within the full range of Crises Services at the agency. They provide supportive, phone-based listening services to individuals across Elgin, Middlesex and Oxford counties. In the event that a caller is in crisis, the volunteer will connect with caller with appropriate crisis services.

Support Line Volunteers can provide support with individuals when they are experiencing distress, which is a personal and unique experience. Examples of this can include relationship problems, loneliness and isolation, grief, high levels of stress following an incident or concern for the well-being of a loved one. All volunteers will participate in a training program that will consist of core information about mental health and addictions, as well as supportive listening techniques. Volunteers will also be trained on specific policies and procedures that are relevant to this role. The required training will be completed prior to beginning to engage with callers.

### Time Commitment:

Individuals will volunteer for a minimum of 12 consecutive months, providing 16 hours per month (4 of which will be between 11pm – 7am). Volunteers will attend all mandatory training sessions, and will self-schedule their shifts.

### Reporting Relationship:

The Support Line Volunteer will receive supervision and direction from the Manager of Supportive Response Services, or delegate.