



TITLE: SUPPORT LINE VOLUNTEER

Program: Supportive Response

Position Location (full address): VIRTUAL

Time Commitment: 10 hours per month (minimum) Shifts consist of 2 hour time slots (flexible scheduling)

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.
- Provide confidential supportive listening, brief support and information to callers.
- Assess and triage crisis calls when needed and 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.

Required Qualifications:

- Current & Clear Vulnerable Person's Sector Check
- Minimum of 18 years of age
- Submit references with application (2 professional - which may include work supervisors, coworkers, teachers, volunteer supervisors, etc)
- Minimum commitment of 12 months
- 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

Experience & Qualifications:

- Excellent customer service skills and a pleasant demeanor
- Strong, demonstrated ability navigate a computer and data base
- Reliability and punctuality
- Ability to handle stress and conflict in a calm manner

Physical and Mental Requirements:

- Must be able to sit/work at a computer for a few hours at a time
- Must be able to steer conversations to remain appropriate, welcoming, safe, and non-judgemental

Detailed Summary of Position:

Support Line Volunteers are an important part of the core services offered within Crises Services at CHA TVAMHS. Volunteers provide supportive, phone based listening services to individuals across the Thames Valley region (Oxford, Elgin and Middlesex counties). In the event that a caller is in crisis, the volunteer will connect the caller with appropriate crisis or Emergency services.

Support Line Volunteers can provide support with individuals when they are experiencing distress, which is a personal and unique experience. All volunteers will participate in an online self-directed training program along with 1 in person group session 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. Three training shifts with a Volunteer Mentor will follow the training program before engaging with callers.

Reporting Relationship:

The Support Line Volunteer will receive supervision, direction and support from both the Team Lead and Manager of Supportive Response Programs

Additional Information:

All those interested in applying for a volunteer role with our agency are required to submit the online application form with resume and references attached.

All those that meet the requirements will be contacted for an interview.

CLICK HERE TO APPLY NOW: [Volunteer Application Form \(smartsheet.com\)](#)