

Volunteer Description

- An initial Induction Training programme will be undertaken prior to the volunteer taking the helpline. This will be followed by a minimum of two shadow shifts where an experienced volunteer will support the volunteer in handling calls.
- Once trained as a volunteer for SDAC, you will be responsible for taking a minimum of one shift per fortnight on the rota for a minimum of 18 months subject to circumstances.
- At the beginning of each shift the SDAC helpline number is transferred to a phone provided and paid for by yourself, either landline or mobile, through Call Handling. All calls to the helpline are free to the caller and the volunteer.
- You will ensure that you are available to the whole shift, unless otherwise previously agreed.
- You will have a quiet working area in which to take the calls without distraction or undue intrusive noise.
- After each call, a simple monitoring form will be completed on-line at the Survey Monkey website. If it is not possible to do this, arrangements can be made with the co-ordinator.
- Calls resulting in a referral can be submitted online or directly to the co-ordinator, via telephone or a completed referral form sent by post.
- You will support callers, those with substance misusers, or those with mild to moderate mental health wellbeing issues, their friends and family offering advice, information and referrals into treatment as appropriate.
- You must follow all SDAC policies including data protection and confidentiality.
- You must be aware of health and safety issues whilst working on the helpline.
- You must be aware of safeguarding issues for children and vulnerable adults whilst working on the helpline and understand the SDAC reporting processes.
- For calls with queries re advertising, treatment agency appointments etc the co-ordinator must be contacted.
- You will be able to access advice and supervision through the next volunteer on the line, the dedicated peers support volunteers, or line management as appropriate.
- There is no physical contact with callers to the line.
- There must be no disclosure of personal contact details to callers on the line.



24/7 confidential helpline 0808 802 5000



- To participate if possible and appropriate, in fund raising events and events that raise public awareness of the downstream effects of substance misuse, with prior agreement of the committee.
- To attend refresher events and meetings groups as required and if possible.
- To retrain if you do not take a shift for more than 6 months.

PERSON SPECIFICATION – 24 Hour Help Line Volunteer

Personal Qualities:

- Ability to relate with empathy to callers i.e. users, carers and significant others on issues relating to drug and alcohol misuse or mild to moderate mental health
- Ability to work alone from their own base
- Ability to handle complex calls robustly

Training:

- Commitment to complete SDAC's initial training programme (all held on Saturdays) and to attend additional training sessions and meetings, as required

Experience / Skills:

SDAC positively encourages volunteers from a diversity of backgrounds. We seek people who have:

- Good listening skills
- Good communication skills
- Good time management, i.e. to consider shift commitment
- Good team player
- A calm, patient and professional manner
- Basic IT skills – able to send and receive email
- Understanding of the importance of confidentiality
- Understanding of the importance of maintaining personal and professional boundaries



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