

Volunteer Specification

Role Title: *Helpline Worker*

Main Purpose: To respond appropriately to telephone calls and e-mails, requesting support, information or crisis intervention,
from Aware Defeat Depression.

	Essential	Desirable	How assessed
1. Attainments			
a) Qualifications	<ul style="list-style-type: none"> No formal qualifications necessary however successful applicants must complete the induction training provided by Aware Defeat Depression 	<ul style="list-style-type: none"> It is desirable that volunteers have IT experience in particular Microsoft Office 	By application form and informal interview
b) Experience	<ul style="list-style-type: none"> No experience necessary as training will be given 	<ul style="list-style-type: none"> Experience of depressive illness either as a sufferer or carer Previous voluntary work experience Knowledge and understanding of the mental health sector and in particular the services available for all those experiencing mental health problems 	By application form and informal interview
2. Special Aptitudes	<ul style="list-style-type: none"> Ability to work as part of a team and also on own initiative Sincere and empathic in nature Ability to communicate and relate well to those affected by depression and their carers Good listening skills and 	<ul style="list-style-type: none"> Knowledge of the services provided by Aware Defeat Depression for all those affected by depressive illness Sound knowledge and understanding of the effects of depressive illness and the needs of sufferers, families and carers 	By application form and informal interview

	<p>ability to listen non-judgementally</p> <ul style="list-style-type: none"> ● Appreciation of the emotional effect that a difficult call may have on the volunteer and the need, therefore, to share the experience with the Help Centre Manager or other Helpline Workers 		
3. Interests	<ul style="list-style-type: none"> ● Interest in helping those affected by mental health problems 		By application form and informal interview
4. Disposition	<ul style="list-style-type: none"> ● An understanding of the importance of, and respect for, confidentiality ● Ability to work within the ethos of Aware Defeat Depression ● Reliable and punctual 		By application form and informal interview
5. Other	<ul style="list-style-type: none"> ● Attend support and supervision sessions with Help Centre Manager on a monthly basis 	<ul style="list-style-type: none"> ● Able to avail of personal or local transport to travel to and from the helpline office 	By application form and informal interview