

Position Description

SERVICE AREA: Reconnexion

POSITION: Volunteer

PROGRAM AREA: Telephone Support and Information Service

REPORTS TO: Program Support Specialist

DIRECT REPORTS: Program Support Specialist

HOURS: 0.2 FTE (Full Time Equivalent), 1 day per week

AWARD: N/A

REMUNERATION: N/A

REVIEWED BY: Jane Anderson-Wurf

DATE LAST REVIEWED: 11/09/2017

DELEGATION LEVEL: N/A

EACH is a community-responsive, innovative organisation that provides leadership and excellence through the provision of a diverse range of integrated services that improve health, wellbeing and community participation.

We recognise that social inequity, disability and discrimination underpin many of the life experiences of the most disadvantaged people in our communities. Our commitment to social justice is at the heart of all we do. Our values and our practices are aimed at providing accessible, integrated and client centred services based on the social model of health - especially targeted to those who are most disadvantaged or at risk.

Consequently all employees have a responsibility for contributing to:

- integrated multi-disciplinary teamwork;
- a process of continuous quality improvement
- ensuring services are highly accessible and proactively inclusive of consumer and community diversity including sex and sexual orientation, colour, race, ethnic and national origins, age, religious and ethical beliefs, disabilities, political views, illness, marital status and family responsibilities.

ORGANISATIONAL CONTEXT

Reconnexion a service of EACH is a non-profit organisation providing services for people experiencing anxiety disorders, depression, and dependency on benzodiazepines (anxiety medication & sleeping pills) or analgesics.

The Anxiety & Depression Treatment Program provides specialist counselling treatment for anxiety disorders and depression for children, adolescents, and adults. This program is a fee for service program.

The Benzodiazepine Treatment Program provides counselling services, education & training, and a telephone support line. The telephone support and information service is provided by our *volunteers*. The benzodiazepine program is part-funded by the State Government through the Department of Health and Human Services.

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PRIMARY OBJECTIVE

The key objective of this role as a volunteer is to:

- provide information, advice and support to callers about benzodiazepines (commonly known as tranquilisers & sleeping pills), analgesics, anxiety disorders, and depression
- refer to more appropriate services if necessary
- determine whether we are able to assist callers
- be responsible for and maintain the well-regarded reputation of Reconnexion

KEY RESPONSIBILITY AREAS

- Receive incoming telephone calls and provide information, support or referral as appropriate
- Provide information to callers about benzodiazepines, analgesics, anxiety disorders, and depression
- Provide general advice and support for people considering, or going through benzodiazepine withdrawal
- Screen clients for suitability into counselling programs
- Book new clients and manage client scheduling for counselling appointments and group programs
- Respond to email enquiries
- Record calls and enter into our database
- Respond to requests from health professionals for information and resources
- Welcome clients attending for counselling and process client transactions
- Make outgoing support & information calls as requested by counselling staff
- Administration support and other tasks required to support the organisation

MANDATORY REQUIREMENTS FOR ALL EMPLOYEES

- **Qualifications and Scope of Practice** - All employees will perform duties within the scope of practice of the role, and according to the verification of credentials (qualifications, registrations and professional competencies).
- **Mandatory Training Requirements** – All employees will complete mandatory training requirements to support the delivery of safe and effective service provision. Induction must be completed within a timeframe of two weeks upon commencement of employment
- **Criminal History Check**- The successful applicant will be required to undergo a Criminal History Check (and Working With Children Check – if applicable to their role)
- **Immunisation Status** – The successful applicant will be required to provide EACH with serological immunity or vaccination history (if applicable to their role).
- **Social Inclusion and Equal Employment Opportunity** - All employees will perform their duties in accordance with EACH's Social Inclusion and EEO policy.
- **Health and Safety**- All employees will perform their duties in accordance with EACH's H&S policy.
- **Privacy and Confidentiality** - All employees will perform their duties in accordance with EACH's *Privacy and Confidentiality policy*.
- **Quality** – All employees will engage in activities that promote continuous improvement in provision of Community Health Services.
- **Service Performance** - Services are delivered in a timely manner, meet agreed consumer needs and EACH expectations, are consistent with sound administrative and operational procedures and practices and within allocated budgets where applicable.

QUALIFICATIONS AND EXPERIENCE

Qualifications

- no prior knowledge is required.
- must be over 21 years of age.

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- demonstrate excellent listening and communication skills, as well as a proficiency in the English language in order to accurately and appropriately respond to the complex needs of our callers.
- be empathic, accepting and non-judgemental of people from all walks of life, including people who are gay, lesbian and/or transgender, people from differing cultures, and people from differing economic and educational backgrounds.
- have an awareness of confidentiality and respect the confidential nature of all calls and written material observed in the process of carrying out their duties at Reconnexion

KEY ATTRIBUTES FOR ALL EMPLOYEES

- **Commitment to EACH Vision, Mission, Values and Principles** – All employees must demonstrate commitment to the EACH Vision, Mission, Values and Principles through employment activities and ensure Individual Development Plans and day to day activities take into consideration the EACH Vision, Mission and Values.
- **Self Assessment and Reflection** - the capacity to recognise own feelings and those of others, for motivating ourselves and managing emotions well in ourselves and our relationships. To be resilient, capable of self-awareness, self-management, self-development, social awareness and relationship management, in order to contribute to a more effective and supportive organisational culture.
- **Ethical** – Reflects expected standards of behaviour and/or Code of Ethics
- **Culturally Aware** – values social inclusiveness as a strength and positively utilises diversity
- **Communication and Collaboration** – Works with others to achieve common goals and disseminates information using appropriate media/language to the right people at the right time.
- **Accountability** - Individual responsibility to deliver services within the relevant legislative and regulatory framework and in accordance with sound business/service management practice.
- **Consumer/Clients focussed** – Prioritises the needs of consumers/clients and aims for the best outcomes for consumers/clients

I understand the role, duties and responsibilities as outlined above.

Employee Name & Signature

Date: _____

Line Manager Name & Signature

Date: _____