

ROLE DESCRIPTION

TITLE: **Helpline Volunteer**

REPORTS TO: Volunteer Services Coordinator.

LIAISES WITH: EDV staff, volunteers and service users.

LAST UPDATED: December 2013

ABOUT EDV

Eating Disorders Victoria (EDV) is the primary source of support, information, community education and advocacy for people with eating disorders and their families in Victoria. Our vision is to connect those whose lives are affected by eating disorders with the people, services and hope they need for recovery.

EDV is a non-government, community based, charitable organisation, and is funded partly by the Department of Health and partly by philanthropy. We are unique in Victoria in providing a comprehensive support and information service on all aspects of eating disorders. We are also unique in our provision of non-clinical help through a blend of qualified professionals and lived experience. Through our helpline, website, support services, schools program and community education we have a direct impact on the mental health and wellbeing of thousands of Victorians every year.

Eating Disorders Victoria is governed by an experienced Board of Directors. A core team of permanent employees works closely with sessional and relief staff. Work capacity is enhanced by a strong base of volunteers who are trained by EDV and who assist in a variety of roles. Volunteers are drawn both from the health professional sector, and from people with lived experience of eating disorders.

ROLE STATEMENT

Helpline Volunteers participate in the direct provision of the Information, Support and Referral Service at EDV. It should be noted that the Helpline is not a treatment service, a counselling service or one that provides professional/medical/nutritional advice. Service users include people with an eating disorder, families, partners and friends, community members and health professionals.

KEY ACCOUNTABILITIES

Primary

- Respond to telephone enquiries.
- Respond to email enquiries.
- Respond to face to face (drop in) enquiries.
- Assess contributions to the EDV Recovery Message Board and upload as appropriate.
- Statistical data entry,
- Maintaining Helpline resource stock.
- Coordinate appointment bookings for EDV Support Officer and Psychology programs.

Secondary

- Assist the team with other administrative tasks as required.
- Support and resource other EDV activities e.g. by assisting at events & expos.

KEY SELECTION CRITERIA

Essential:

- A moderate understanding of eating disorders
- Understanding of the nature and purpose of support services.
- Well developed written and verbal communication skills.
- Strong interpersonal skills.
- Ability to relate to people in distress.
- Ability to work in a busy environment, often with interruptions.
- Ability to work as part of a team.
- Ability to establish meaningful contact (empower & build rapport) with service users.
- Ability to offer support appropriate to the persons needs.
- Ability to take responsibility for own learning.
- Ability to take direction and use feedback to develop own capabilities.
- Ability to use internet, e-mail systems, computer literacy or a willingness to learn.

Desirable:

- Counselling experience/knowledge.
- Experience working in a similar environment.
- Experience working in a voluntary capacity.

OTHER

Location: The position will be based at the EDV office which is located at the Collingwood Football Club Community Centre, Level 2, Cnr Lulie & Abbot Streets, Abbotsford, Vic 3067. Free street parking is available. We are also conveniently located close to public transport with Victoria Park train station only a few minutes walk away.

Employment conditions:

- Voluntary role, minimum 12 month commitment preferred. Volunteers will be rostered on the same session each week (minimum 4 hours per week).
- Background checks & reference checks apply. Completion of the internal training program is compulsory, including an observation period and supervised period.
- Volunteers who have had a personal experience with an eating disorder &/or other mental health issues need to be recovered for a minimum period of 12 months and well enough to participate as a volunteer.

Ethical requirements:

All volunteers are required to adhere to EDV's code of ethics, code of conduct, core values and guiding principles and any other agency's policies, practices and guidelines.

Signatures:

By signing this position description the Volunteer confirms that it has been read, understood and accepted.

Volunteer

Volunteer Services Coordinator

Name:

Name:

Signature:

Signature:

Date:

Date: