

# Role Description: Helpline Volunteer at Addiction Family Support

**Addiction Family Support:** Addiction Family Support is a UK-based charity committed to supporting adults affected or bereaved by a loved one's harmful use of alcohol, drugs, or gambling.

**Helpline:** Our telephone helpline operates from 9am to 9pm, 365 days a year, offering a lifeline to those needing support during challenging times. We are currently seeking compassionate, dedicated, and committed people over the age of 18.

**Role Overview:** As a Helpline Volunteer at Addiction Family Support, you will be crucial in offering emotional and practical support to adults affected by a loved one's addiction. This is a remote-delivery role that provides an opportunity for you to make a meaningful difference from the comfort of your own home. Helpline Volunteers are organised through a flexible rota system, enabling you to provide support around your other commitments, whilst ensuring our helpline remains available to those who need it most.

## **Responsibilities:**

### **Provide Direct Support to Clients:**

- Respond to inquiries from people affected or bereaved by a loved one's harmful use of alcohol, drugs, or gambling.
- Offer empathetic and non-judgmental emotional support.
- Provide clients with (links to) relevant, specific, targeted information, literature, and resources.
- Explore and assess how the client is coping with their situation.
- Identify and enhance the client's social support network.
- Identify any additional needs and appropriately signpost clients to other organisations if necessary.
- Input client information and interactions accurately into the charity's secure client database.
- Pass on details of clients who wish to undergo an assessment for further support.

### **Training and Development:**

- Participate in a comprehensive training programme, including modules on addiction, core counselling skills, the 5-Step Method, bereavement, self-care, case studies, safeguarding, and role plays.
- Adhere to Addiction Family Support's policies and procedures.
- Engage in ongoing mentoring, debrief sessions, one-to-one support supervision sessions, and further training following your initial training.

**Data Privacy Compliance:**

- Handle client information efficiently and in line with GDPR.

**Communication:**

- Maintain open communication with the Helpline Administrator and Training and Support Manager, informing them of unavailability and holiday dates well in advance for rota planning.

**Person Specification:****Essential:**

- Completion of internal training and passing of assessments.
- Be over 18-years-old.

**Desirable:**

- Prior experience in offering emotional support via telephone, email, or face-to-face.

**Skills and Abilities:**

- Excellent telephone manner.
- Strong interpersonal skills.
- Ability to engage with people and establish and maintain effective working relationships with staff and other volunteers.
- Good communication and active listening skills.
- Highly organised with the ability to maintain detailed and accurate records.
- Ability to prioritise and adapt to the diverse and complex needs of clients.
- Comfortable working independently and collaboratively within a team.
- Comfortable in an environment where addiction and bereavement issues may be discussed.
- Sufficient IT skills to be able to use the necessary telecoms and database systems.

**Personal Attributes:**

- Energetic and motivated with a positive attitude.
- A high degree of empathy and compassion.
- Willingness to seek support when needed, understanding the importance of self-care and personal well-being.
- Dedication to Addiction Family Support's mission, vision, and values.
- Commitment to promoting equality of opportunity and diversity.
- Willingness to commit to at least one two-hour shift per week.
- Willingness to attend debriefing sessions.
- Availability to attend volunteer meetings as scheduling permits.
- Willingness to participate in ongoing training and development opportunities.

Join us in making a significant impact on the lives of those affected by a loved one's addiction. By becoming an Addiction Family Support Helpline Volunteer, you'll be vital in providing support, hope, and guidance to individuals and families facing challenging times. Together, we can make a difference.