Position Description
Volunteer Telephone Support Worker
– National Perinatal Anxiety & Depression Helpline

Position Description

<table>
<thead>
<tr>
<th>Position statement</th>
<th>Provision of peer support, information and referral services in the National Perinatal Anxiety and Depression Helpline program.</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>Minimum of 3.5 hours per week – to be worked as a rostered shift between the hours of 10.00am and 5.00pm Monday to Friday</td>
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<td>Location</td>
<td>PANDA’s North Fitzroy Office or other locations as may arise</td>
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| Commitment         | • minimum of 12 months commitment to volunteer role  
|                    | • minimum weekly 3.5 hour shift  
|                    | • attend minimum of two Professional Development workshops annually |
| Reports to         | Volunteer Coordinator and National Helpline and Programs Manager, and ultimately the Chief Executive Officer and PANDA’s Board. |
| Supervisor to      | NIL |
| Collaborates with  | All members of PANDA’s staff and volunteer group |
| Recruitment process summary | Online application, individual interview against selection criteria and referee check (personal and/or professional)  
|                    | Criminal records check (new check by PANDA, renewed every 3 years)  
|                    | Successful completion of 8 weeks specialist training including role play assessment. |

Position Overview

• This position is responsible for the provision of peer support, information, and referral services in the National Perinatal Anxiety and Depression Helpline program.  
• The Volunteer Coordinator will provide supervision, debriefing and ongoing support.

Key Tasks and Responsibilities

• To provide the services of the National Helpline Program. This includes responding to incoming calls which have been triaged and making outgoing calls. It also includes responding to email requests for support, information and referral to women, men, their families and friends affected by perinatal anxiety and depression.  
• To adhere to the Helpline policies and procedures in provision of Helpline services to ensure consistent service quality.  
• To work within PANDA’s biopsychosocial framework as a way of assessing and understanding the person in context and through a perinatal lens.
- To provide education for callers regarding perinatal anxiety and depression.
- To inform callers of referral pathways, support interventions and resources to maximise outcomes for recovery and family well-being.
- To record and maintain caller records and statistical data as required by the Helpline.
- To contribute to the development and maintenance of the National Perinatal Anxiety & Depression Services Database through identification of gaps and available services, in accordance with PANDA’s database policies and procedures.
- To participate in ongoing professional development activities provided by PANDA staff

Optional
- To participate in broader organisational activities

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**Selection Criteria**

**Mandatory**
- Lived experience of perinatal anxiety or depression (consumer or carer) or significant challenges in the perinatal period.
- Demonstrated recovery of perinatal anxiety or depression sufficiently to be able to provide support to consumers
- Experience in the parenting role
- Commitment to the rights and interests of women, men and their families who are affected by perinatal anxiety or depression
- Demonstrated ability to maintain clear boundaries between own lived experience and the experience of consumers
- Demonstrated ability to work independently and as part of a team
- Demonstrated high level oral and written communication skills
- Proficiency in spoken English
- Demonstrated ability to empathise and hold an open, non-judgemental attitude
- Demonstrated capacity to receive and give feedback in a professional manner
- Demonstrated self-awareness and openness to seek support when necessary
- Capacity to engage in reflective practice
- Basic computer literacy

**Desirable**
- Knowledge of the Australian perinatal health sector
- Knowledge of the Australian mental health sector
- Training and experience in basic counselling and support skills