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

Position Description

Position statement
Provision of peer support, information and referral services in the National Perinatal Anxiety and Depression Helpline programs.

Hours of work
Minimum of 3 hours per week – to be worked as a rostered shift between the hours of 10.00am and 5.00pm Monday to Friday

Location
PANDA’s North Fitzroy Office or other locations as may arise

Commitment
• minimum of 12 months commitment to volunteer role
• minimum weekly half day 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 National Criminal History Check (new check by PANDA, renewed every 3 years) Successful completion of internal training program 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 and other peer support programs at PANDA.
• The Volunteer Coordinator and Volunteer Support Worker provide supervision, debriefing and ongoing support.

Key Tasks and Responsibilities

• To provide peer support services of the National Helpline Program. This includes responding to incoming calls and making outgoing calls.
• To provide peer support services via other PANDA Volunteer services such as online forums and mobile applications.
• Respond to email requests for support, information and referral to women, men, their families and friends affected by perinatal anxiety and depression.
• To adhere to PANDA policies and procedures in provision of 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 regarding perinatal anxiety and depression.
- To inform families of referral pathways, support interventions and resources to maximise outcomes for recovery and family wellbeing.
- 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

**Selection Criteria**

**Mandatory**
- Lived experience of perinatal anxiety or depression (consumer or carer) or significant challenges in the perinatal period.
- Demonstrated recovery from perinatal anxiety or depression (where volunteer experienced this) sufficiently to be able to provide support to consumers
- Demonstrated ability to use appropriate self-disclosure for the benefit of families experiencing similar challenges
- 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
- 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