

Job Specification

Position: **Active Listener & Support Volunteer**

Location: MOSH House
86 George Street
Thebarton

Times: Nominated flexible times within
10am- 7pm seven days per week.

Position Purpose:

MOSH House is a self funded organisation that offers a service to people whose lives have been touched by suicide. One of the services provided is to offer support through actively listening to those community members requiring this service.

The Active Listener Volunteer is an integral part of the team at MOSH, which offers a variety of services to the community.

Duties May Include:

- Available to listen to and support any person who may walk in from the street.
- To refer people to other agencies when required.
- To keep appropriate records on visits and progress of person's.
- To keep contact through regular phone contact to offer support as needed.
- To be aware of programs offered at the MOSH House and encourage participation when appropriate.
- Attend MOSH meetings when appropriate.
- Abide by MOSH Code of Conduct and OH&S procedures

Essential Skills and Abilities:

- Able to communicate with people.
- Able to use initiative.
- Able to demonstrate empathy and sensitivity.
- Aware of the code of confidentiality.
- Able to identify the need to debrief.
- Willing to undertake basic training relevant to the role as needed.
- Reliable and able to work as a team member.
- Flexible and able to take direction.

Desirable Experience, Skills and Abilities:

- To have knowledge or awareness of how to research, refer to agencies and update information on support groups/agencies.