



## Information for Volunteers – Telephone Outreach

### About One Door Mental Health

One Door Mental Health is a not-for-profit community-based organisation committed to improving the circumstances and welfare of people living with mental illness, their families and carers. One Door delivers a range of mental health services for consumers and carers across NSW.

#### One Door works to:

- Eliminate stigma and create a world in which people with mental illness are valued and treated as equals.
- Ensure that people with mental illness, their families and carers have access to information and appropriate services.
- Advocate on behalf of people living with mental illness, their families and carers, and other mental health professionals for better government policy in the areas of research, treatment, rehabilitation, housing and other relevant supports.
- Provide innovative programs and services.

One Door Mental Health is governed by a Board of 9 members, some of who have lived experience of mental illness and some who care for someone living with mental illness. The Board guides the organisation strategically.

### Volunteering for the Information and Support Line (Telephone Outreach Service) at One Door Mental Health

#### What kind of work will I be doing?

One Door Information & Support Line is a state-wide telephone helpline based in Parramatta. This service is available 9am – 5pm Monday to Friday.

Volunteers respond to inbound callers, email inquiries and make outbound calls. Callers to the service may have a mental illness, they may care for someone with a mental illness, and they may work as a health professional or work with a service provider or community agency. Callers may want to find out where they can get access to accommodation, recovery, rehabilitation and medical services or simply want to talk.

Telephone Outreach volunteers also make weekly outbound calls to provide social contact and emotional support to consumers and carers who are often socially isolated or simply enjoy having a chat with someone who understands.

### **Who can volunteer?**

We are seeking volunteers who have empathy, an understanding of the impact of mental illness and good listening and communication skills. Volunteers include people who want to make a positive difference to the lives of consumers and carers, students in fields of psychology, social work and human services seeking experience working with people with a mental illness and people with lived experience as a consumer or carer.

### **What training is involved?**

All potential volunteers must attend an interview with the coordinator and complete a four-day training program prior to commencing as a volunteer.

The training covers information about several mental illnesses, recovery, rehabilitation and other mental health services, the Mental Health Act, suicide awareness, active listening skills and making referrals.

### **What kind of commitment do I need to make?**

Volunteers commit to undertaking one morning or afternoon shift of four hours each week in Telephone Outreach. We ask that each volunteer make a commitment to One Door Mental Health for a minimum of twelve months.

### **Will I get a reference?**

References from One Door Mental Health are highly sought after but can only be provided by the senior manager of the program after the volunteer has served a minimum of six months and has carried out their work reliably and well. Written references are only given in specific circumstances.

### **What do I need to do now?**

If you are interested in becoming an outreach volunteer for One Door Mental Health simply send your CV to [trisscoordinator@onedoor.org.au](mailto:trisscoordinator@onedoor.org.au). You will then be contacted by the Coordinator to discuss your application further and will be invited for an interview. Students applying for placement or student placement supervisors can contact the Coordinator directly to discuss requirements. Please contact the Coordinator for further inquiries: [trisscoordinator@onedoor.org.au](mailto:trisscoordinator@onedoor.org.au) or (02) 98792663