



ARAFEMI

## **Volunteer Roles**

### **Telephone Support Worker**

Telephone support workers provide a statewide support, information and referral service to carers and families via a helpline. This telephone support is not advice giving or counselling but rather a process of listening with care and understanding to caller concerns and issues and providing relevant non-clinical information and/or referral as appropriate. The helpline operates Monday to Friday between 9am and 5pm. A position description is available upon request.

### **Support Group Co-Convenor**

Support group convenors assist ARAFEMI workers with convening support groups for carers or consumers. These groups emphasise information sharing, increased understanding and mutual support as opposed to therapy and operate in the evenings on a monthly basis. Group facilitation skills are desired.

### **Carer Online Moderator**

Carer chat room moderators oversee the ARAFEMI online chat groups and message board, which provide support to carers through messages of hope and recovery. Experience with online technology and group facilitation skills are desired.

### **Carer Speaker**

Volunteers sign up to the ARAFEMI database as individuals available to serve as carer representatives in communicating with various sources such as media, government or community groups about various mental health issues. This group is ideal for carers who would like to share their stories and experiences.

### **Media Monitor**

Media monitors keep an eye on the media and inform ARAFEMI of articles, news and events relating to carers, which may be of interest or may provide an opportunity for proactive media responding. Media monitors are part of an ongoing strategy to raise the profile of carers and respond efficiently and effectively to the media in relation to pertinent issues.

### **Carer Mentor**

Carer mentors endeavor to provide mutual support that is flexible to the needs of carers by normalising the carer experience and placing value on the role of caring. This project builds on previous work through the CAST program (Carers Advocacy Skills Training) and aims to provide short term/one-off support via peer mentoring. Advocacy training provided.

### **Carer Advocate**

Carer Advocates form part of the ARAFEMI Advocacy Advisory Group that provides a voice for carers on issues relevant to carers and informs the key messages and needs to be represented by ARAFEMI and other partner agencies. Reports from the group are also put to key government departments, carer groups and mental health agencies outlining an advocacy platform directly informed by carers. Advocacy training provided.