



## **Volunteer Roles**

### **Telephone Support Worker**

Telephone support is a process of listening with care to callers' concerns and providing relevant non-clinical information and/or referral as appropriate. Telephone support work is not advice giving or counseling.

Telephone support workers provide a statewide support, information and referral service to carers and mental health workers via a helpline Monday – Friday, 9am – 5pm. The role of the support worker is to assist callers to:

- 1) understand how they can best support the person with a mental illness
- 2) access community supports and mental health services, and
- 3) recommend strategies for carer self care.

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

Support group co-convenors assist ARAFEMI workers with the facilitation of support groups for carers and/or consumers that run in the evenings on a monthly basis. Support groups are not therapy groups.

The role of the support group co-convenor in collaboration with the convenor (ARAFEMI worker) is to assist group members to:

- 1) share experiences and emotions
- 2) support one another, and
- 3) increase their knowledge and understanding of the mental illness.

*Note: All volunteers are provided with training and orientation to the field prior to commencing work in their role. Once working, volunteers are provided with supervision and support to enable them to work effectively in their role.*