

Volunteer Opportunity Profile

Title of role:	Warmline Volunteer Supporter
Program Area:	Peer Warmline – Fairfield
Location:	Fairfield
Reports to:	Volunteer Coordinator
Last updated:	November 2024

About Wellways

Hey there! Wellways Australia is all about making sure everyone has a shot at leading awesome lives in their community. We're not-for-profit and super dedicated to helping individuals, families, and communities dream big and make those dreams a reality. We're also big advocates for change to ensure folks get the best care and info when they need it. We're in the business of supporting people with mental health issues, disabilities, and those who need some community love.

Our Values this is what keeps us going every day:

- **Honesty:** We're all about being upfront and kind to everyone we meet.
- **Acceptance:** We love and respect everyone, no matter how unique their needs.
- **Fairness:** We believe in equal opportunities and taking on social injustice.
- **Commitment:** We're all-in with what we do and aren't afraid to try new things.
- **Participation:** We're all about involving everyone and sharing knowledge.

Our Approach to Service Delivery

We've got this approach called "Well Together" that's all about working together with individuals, their families and friends, and the community. We know that building skills, boosting confidence, and forming strong relationships help people recover and live life to the fullest. We provide tailored support to empower people to manage their well-being, share info with families and friends, and get the community involved in the support network.





Advocacy Services

We've got a strong advocacy program, and guess what? It's shaped by people who've been through it. We speak up for change that makes life better for everyone, especially those dealing with mental health issues or disabilities, and their amazing carers.

Opportunity Summary

Warmline Volunteer Supporter – Fairfield

About Warmline Support – Fairfield

The Warmline is one of the pioneering peer led telephone support services in Victoria. As a foundational program of Wellways, it underscores the deep value we place on Lived Experience and fostering genuine connections within the community. This volunteer led service is supported by coordinators and team members who bring their own lived and living experiences of mental health challenges. Our mission is to provide individuals in the community, as well as participants from across Wellways, access to compassionate, non-judgmental peer support. The Warmline offers a safe space for individuals to connect with someone who truly understands the realities of living with mental health challenges. We provide emotional support, practical referral advice, and, most importantly, a listening ear that is personable and empathetic.

A Day in the Life of a Volunteer

As a volunteer, you'll use your lived experience with mental health challenges to make a meaningful difference in people's lives by offering support, sharing resources, and connecting individuals to the services they need. Your role will involve listening with care, guiding people toward helpful options, and making scheduled check-in calls to provide encouragement and practical advice. You'll also research and connect people to appropriate services, organise and maintain resources, and ensure individuals receive the information they need in a thoughtful and professional manner. We'll provide training to help you feel confident in your role and offer regular check-ins with a Volunteer Coordinator to share feedback, address concerns, and explore opportunities for growth. With clear guidance on privacy, safety, and respectful communication, you'll be supported every step of the way. Each day is a new opportunity to use your compassion and understanding to positively impact someone's mental health journey.

What we are looking for in a volunteer

- A passion for mental health advocacy and community support.
- Compassion, empathy, and strong active listening skills.
- Willingness to commit to a regular volunteer schedule.
- Respect for confidentiality and ethical standards.
- Confidence and comfort using computers and technology.
- Openness to safely share lived experiences to support others on their mental health journey.
- A commitment to practicing self care and recognising personal limits.

Requirements

- 100 points of identification
- Evidence of right to work in Australia
- A National Police Check
- Working with Children Check
- NDIS Worker Screening Check
- NDIS Worker Orientation Module