



Mood Disorders Association of Ontario

Telephone Information and Peer Support– Volunteer Posting

Title

Telephone Information and Peer Support Line Volunteer

Reports To

Volunteer Supervisor

The Opportunity

The Telephone Information and Peer Support Line volunteer has two key roles, providing general reception for the MDAO Toronto office and providing information and peer support through the provincial warm-line. Volunteers greet visitors, transfer calls to appropriate staff, answer general email inquiries, and assist with the members borrowing library. Through the warm line role volunteers provide a listening ear and support regardless of diagnostic criteria and information about MDAO programs and other resources as requested. Various office support duties may be assigned as necessary, including but not limited to photocopying, preparation for meetings, filing, etc

Skills and Competencies

- Ability to understand the different types of “peer experience”
- Ability to translate experience into knowledge and peer practice
- Active listening skills and empathy
- Excellent telephone communication skills
- Strong interpersonal skills and have ability to work independently and as part of a team.
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity
- Proficient in basic computer programs and email, and strong internet research skills
- Ability to negotiate complex boundaries of self-disclosure
- Provides support regardless of diagnostic criteria or use of mental health services

Knowledge and Experience

- Personal or family member lived experience of mental health issues
- Draws on personal and community knowledge of diverse peer experience
- Knowledge and understanding of peer support practice, OPDI or PREFER training is an asset
- Experience in reception or general office support is considered an asset
- Previous experience with warm lines and/or distress lines is considered an asset
- Crisis Intervention or ASIST training is considered an asset