

Support Line Call Handler

Role	Support Line Call Handler
Type	Voluntary
Base	Home based, Remote
Volunteer Hours	7pm - 11pm for at least one session every two weeks, Monday to Friday, with additional time for training and meetings
Organisation	Nurse Lifeline (Registered Charity no. 1190239) https://www.nurselifeline.org.uk/

About Nurse Lifeline

Founded in 2020, Nurse Lifeline is a newly registered Charitable Incorporated Organisation which aims to launch a peer-led listening service to support the mental and emotional health and wellbeing of nurses, midwives, healthcare assistants and the friends and family of such staff.

Statistics regarding the mental health of nursing and midwifery professionals have been widely circulated, highlighting issues that have only been exacerbated by recent global events. United by an acute awareness of the pressures facing this workforce and driven to create change, Nurse Lifeline was developed collaboratively by a small group of frontline nurses and midwives striving to create a free, anonymised platform through which colleagues may be supported.

We know that our strength lies not only in the words we stand by, but most importantly through the actions of our initiatives.

Our telephone support line started in June 2021, and we are looking to increase our current team of volunteers to support the remainder of the 12-month pilot of our service. Set to change the landscape of emotional support and wellbeing, Nurse Lifeline presents an exciting opportunity for registered nurses and midwives to join this start-up organisation to develop and implement this innovative project, 'by nurses, for nurses'.

Our vision is to provide a space for all nurses, midwives, health care support workers and the friends and family of such staff to decompress and chat with a peer via a confidential listening service, which with your support, we hope to launch in the coming months. Nurse Lifeline also aims to foster a positive community, provide encouragement, and empower those within the nursing and midwifery workforce. We believe it's time to get talking about mental and emotional health.

Essential Requirements:

- A passion for supporting colleagues' emotional wellbeing
- Willingness to learn and available to undertake training on 15th & 16th November 2021
- Available to be 'oncall' for the support service for at least 2 evenings per month
- Confident with IT to manage the call handling system, with training and support
- Ability to volunteer from home via our 'virtual call centre' - we need you to have a laptop or computer, a mobile phone and good Wi-Fi connection
- Open to undergoing a DBS check
- Able to provide evidence of recent safeguarding training or willing to undertake
- A 'can do' attitude and willingness to roll your sleeves up, metaphorically speaking
- Excellent communication skills including active listening

Qualities

- Empathetic and warm
- Supportive
- Discreet
- Non-judgemental
- Trustworthy
- Personally resilient and proactive about self-care
- Punctual and reliable

Responsibilities Specific to role as Telephone Support Line Handler

- To provide telephone support through the virtual call centre
- To take part in relevant and appropriate training and team meeting
- To work within the policy framework of Nurse Lifeline, including Safeguarding and Confidentiality
- Escalation of concerns and signposting to other services

If you are interested in making a valuable contribution to this project and volunteering your time and expertise, please do not hesitate to direct any enquiries to ops@nurselifeline.org.uk.

Please note successful volunteers must attend the essential training on the 15th and 16th November.