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| **JOB TITLE:** PeerSupport Line Volunteer – Pre-reg specialist  **REPORTS TO**: Peer Support Line Coordinator |
| **ROLE PURPOSE**  We recognise that practitioners will from time to time feel overwhelmed or stressed, and often this burden can be alleviated just by sharing it with someone who understands not only the pressures of the job but the issues that might arise from it.  The Peer Support Line provides a listening and support service to all members of the optical profession. We are looking for volunteers who are able to offer their time to this worthy cause.  The line is receiving an increasing number of calls from pre-regs and we would like to put in some specialist support in addition to the current cover to be available a few days a month that callers can be referred to if they choose.  By volunteering you will be taking an active role in strengthening the profession by helping build and shape a support network that will positively contribute to the wellbeing of your peers.  Volunteers will take calls from people within the profession looking to discuss problems or concerns they may have. As a volunteer you will be trained and guided to support them without giving advice. |
| **SKILLS AND QUALIFICATIONS**  The AOP are looking for members to volunteer for two days a month. You will need to be understanding, patient, empathetic, non-judgmental and good at listening.  You will need to be an AOP member and a pre-reg or very recently qualified optometrist |
| **TRAINING AND SUPPORT**   * Initial virtual training sessions looking into the various aspects of call handling, plus one one-hour mock-call * An annual training and development plan that will support you in the following areas: * Call handling - how to support without giving advice * Active listening skills * Recognising a high risk call and when to refer * The importance of confidentiality and anonymity * Volunteer interactions and relationships * Training manual to keep and refer to * A clear referral pathway if a caller needs additional support either directly through the AOP or an external resource      * A call answering service to both notify you of a practitioner requesting a call and facilitate handover calls between volunteers * Regular support, communications and service feedback from the AOP |
| **TIME COMMITMENT**  Two days\* each month (8.00am – 8.00pm), varying from Monday to Sunday.  This is an unpaid voluntary role but travel, training and call costs will be covered  \*you will be able to specify your availability each quarter and have your two monthly shifts allocated around this. |
| **BENEFITS**   * Making a difference to someone who needs your support * A good learning and development opportunity * Being part of a welcoming and supportive volunteer community * Volunteering on days that suit you * Volunteering from the comfort of your own home * Strengthening your profession by helping build a support network for your peers |