Canterbury Nightline

Role Description

**Role Title:** Canterbury Nightline Listening Volunteer

**Responsible to:** Canterbury Nightline Coordinator and Senior Volunteers

# About Canterbury Nightline

Canterbury Nightline launched in 2018 covering all students at Canterbury Christ Church University and the University of Kent. The service provides a confidential non-judgemental listening service by phone, instant messenger and email to students between 8pm and 8am five days a week.

The service is run by students, with support from the student’s union. The coordinator is a key contact if you need support, and you will be assigned a senior volunteer who you can also contact for support.

Once appointed, volunteers are asked to commit to volunteering until the end of the academic year where they can then decide if they wish to volunteer for another year. During this time, they are asked to commit to a minimum of 8 shifts.

In order to ensure the service remains confidential all volunteers remain anonymous and they are not able to disclose that they work for nightline. Therefore, all volunteers must sign a confidentiality agreement.

# Responsibilities

## Principles

* Uphold the Nightline Principles:
	+ Anonymous
	+ Confidential
	+ Non-judgemental
	+ Non-directional
	+ Non-advisory

## Training & Development

* Attend, complete and pass Nightline’s volunteer training weekend
* Attend regular ongoing training
* Attend monthly team meetings
* Complete online training as required
* Maintain regular contact with your assigned Senior Volunteer, communicating any concerns or problems you may encounter

## Commitment

* Deliver the Nightline listening service during schedules shifts to students by phone, instant messenger and email
* Keep the Nightline Space clean and tidy and treat it with respect, informing the Coordinator of any issues
* Sign up for a minimum of 8 shifts during the 2020-21 academic year
* Give notice as soon as you become aware you may be unable to complete a shift

# Limitations of role

* This is not a counselling service therefore volunteers are there to listen not counsel
* Volunteers are not able to give advice
* Volunteers cannot offer to meet up with callers

# Benefit for volunteers

* An opportunity to develop skills that will be useful in later life such as active listening
* Use your role to log time towards volunteering awards and other employability schemes
* Fantastic opportunity to gain experience and a reference
* Make a real difference to your student experience
* Make a positive difference to the community and to other student’s lives
* Take part in extensive training

# Recruitment process

* Successful applicants will then be invited to a group or one to one session
* Candidates who are still interested will then be offered a place on a 2-day training weekend
* All candidates who pass this training weekend will be invited to volunteer for Nightline

**For further information or to set up an informal meeting contact the coordinator at:**

recruitment@canterbury.nightline.ac.uk

##### Personal specification

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Essential/Desirable | How assessed |
| Qualifications | Be a student at either Kent or Canterbury university | Essential  | Application Form |
| Be completing a relevant course e.g. Psychology or mental health nursing | Desirable | Application Form |
| Have completed relevant CPD courses e.g. Mentoring or Counselling | Desirable | Application form |
| Experience | Relevant experience in a helping role e.g. support worker or mentor | Desirable | Application form  |
| Skills  | Ability to actively listen | Essential | Interview |
| Ability to listen in a non-judgemental way | Essential | Interview |
| An understanding of what it means to be non-advisory | Desirable | Interview |
| An understanding of the importance of confidentiality | Essential | Interview |
| A good grasp of written and spoken English  | Essential  | Interview |
| Ability to follow policies and procedures | Essential  | Interview |
| Attributes | Good team player | Essential | Interview |
| Calm under pressure | Essential | Interview |
| Reliable | Essential | Interview |
| Hardworking | Essential | Interview |
| Empathetic | Essential | Interview |