

“Our VISION is to create an Australia where suicide prevention is embraced by everyone.”

“Our MISSION is to minimise the impact of suicide through awareness, information and support.”

Position Statement - Active Listener

MOSH is a self-funded organisation dedicated to reducing the impact of suicide by offering a variety of support services to the community. All positions are voluntary.

General Description

The position of the Active Listener is to be available to listen to any visitor at MOSH House either in person or over the phone. The Active Listener is totally client centred and does not provide formal therapeutic counselling services. Active Listeners show empathy and compassion and follows the visitors lead without judgement. Visitors may be encouraged to become involved in group activities at the House be connected to other professional help if, or when, needed.

Location

MOSH House
86 George Street Thebarton SA 5031
Tel: 8443 8369
Email – office@moshaustralia.org.au

Availability

Nominated times between 10:00am – 5:00pm, 6 days a week
Able to commit to a minimum of one day per week
Attendance at a once off formal induction session (day/time to be discussed)
Attend regular Active Listeners meetings – attending monthly meetings is mandatory; if three meetings missed without reasonable cause, the volunteer position will be reviewed.

Duties of Position

The position of Active Listener is responsible for the following of duties:

1. Actively listening to visitors to MOSH House with or without appointments
2. Referral of visitors/clients to other agencies when appropriate or required
3. Maintaining accurate records of clients contacts and progress
4. Attend Active Listeners Meetings monthly or when requested
5. Maintain up to date knowledge of MOSH House’s policies and guidelines
6. Maintain up to date knowledge of MOSH House’s other programs
7. Encouraging participants to take part in other programs when appropriate

This position is also expected to comply with the follow policy documents:

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MOSH Australia
ABN: 93 131 955 210
PO Box 404 Hindmarsh 5007
<http://www.moshaustralia.org.au>

- MOSH Workplace Health and Safety Policy
- MOSH House Safety Rules
- MOSH House Code of Conduct & Confidentiality Policy
- Any other relevant organisational policy in effect

Essential Skills

1. Possess skills in active listening
2. Ability to take initiative and recognise someone in need of help
3. Ability to relate to others in an empathic, compassionate and nonjudgmental manner
4. Possess good interpersonal communication skills

Desirable Skills & Abilities

5. Ability to accurately research other agencies and their services
6. Ability to maintain up to date information on other support agencies and their services
7. Willing to undertake basic training relevant to the role
8. Ability to work as a team member and be reliable
9. Ability to be flexible and take direction

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