WayAhead Mental Health Directory Volunteer
Position Description
September 2017

Organisation: WayAhead
Title: WayAhead Mental Health Directory Volunteers
Employment type: Volunteer – minimum 12 months on Thursdays and/or Fridays
Location: Suite 501, 80n William Street, Woolloomooloo
Report to: WayAhead Senior Projects Officer

About WayAhead
WayAhead (formally known as Mental Health Association NSW) is a non-government organisation with the mission to work in partnership with others to address stigma and to promote mental health and wellbeing through education, support and advocacy.

WayAhead provides information, support and education to people who are affected by mental illness, or who seek to improve their emotional wellbeing. The organisation provides support, information and referrals to people with a mental illness, their families and carers through our information lines or through their WayAhead database directory. WayAhead coordinates a number of support and self-help groups for people with anxiety as well as coordinate unique health promotion campaigns and projects, including Mental Health Month, Perinatal Depression & Anxiety Awareness Week and the Workplace Health Promotion Network.

WayAhead receives funding from the Mental Health Commission of NSW and the Ministry of Health.

Role description:
The Mental Health Association NSW (MHA) promotes opportunities for people of NSW to achieve their optimal level of mental health through providing information, education about mental health, mutual support and advocacy services. MHA is currently in the process of updating and expanding the Way Ahead directory of mental health related services in NSW.

The WA is a directory of over 6,000 services including community mental health services, hospitals, aged & respite care, rehabilitation services, counselling services, peak bodies, national organisations, drug & alcohol services, accommodation, support groups and other health services.
Duties and Responsibilities:

- Phoning services to verify current info and gather info to include in the directory
- Researching new service listings to expand services and areas in the database
- Ability to commit to a minimum of 12 months volunteer work

Other:

- Act in accordance with the principles of consumer empowerment and inclusion
- Act in accordance with WayAhead’s established policies and procedures, with particular attention to the Code of Conduct and our Charter
- Act at all times in accordance with the Disability Services Act 1993 and Privacy Act 2012
- Promote WayAhead’s services and campaigns
- Report all hazards and near misses, incidents and accidents to management
- Exercise duty of care to other staff and visitors to the Collective Purpose premises
- Generally contribute to the life and wellbeing of WayAhead and all its constituents.

Selection Criteria:

- Excellent communication skills and English skills (oral and written)
- Neat and clear handwriting
- Excellent telephone manner (friendly and professional)
- Ability to deal with difficult phone calls and stressful situations
- Ability to speak to a broad range of people and organisations
- Ability to gather information quickly, efficiently and accurately
- Basic knowledge of Mental Health Association goals and ideals
- Basic knowledge of mental health services within the community