



Role description: Peer Support Phone Volunteer

October 2019

OUTLine is a national service that helps rainbow/LGBTIQ+ New Zealanders access support, information and a sense of community. OUTLine is a registered charity which has been operating since 1972. It currently provides a free national peer support phone line, a peer support service for transgender Aucklanders, and specialist face-to-face and Skype counselling for rainbow people across Aotearoa.

One of our main services is the 0800 OUTLINE (0800 688 5463) phone line. Rainbow people across Aotearoa can call any evening between 6pm and 9pm to talk to a trained member of the LGBTIQ+ community. It's free & confidential. Some of the topics people call to talk about include family relationships, loneliness and isolation, sexuality and gender identity, sexual health, navigating gender-affirming healthcare and meeting people.

We are always looking for LGBTIQ+ people to join us as phone volunteers, who listen and affirm to help people make sense of their identities and experiences. We provide training over two weekends, and ongoing group supervision.

To volunteer on the support line, you need to:

- Speak English well and have a clear phone voice. If you also speak other languages, that is fantastic!
- Be over 18 years of age.
- Be a member of the Rainbow/LGBTIQ+ communities.
- Go through a short interview and complete a 4-day training course.
- Be available for phone shifts in the evening, 6pm-9pm
- Currently, you need to live in Auckland and be able to travel to our offices near Victoria Park.

Responsibilities:

- Be available for at least one shift per month from 6pm – 9pm
- Attend a group Supervision forum once a month (first week of each month)
- Understand or have a willingness to understand our diverse rainbow communities, supported by the training provided and your own lived experience:
 - Knowledge of sex, sexuality and gender diversity
 - Stigma and discrimination, heteronormativity and cisnormativity
 - Using correct pronouns and language
 - Rainbow life experiences including coming out and gender transition

Skills required:

- Experience in, or willingness to learn phone counselling skills:
 - Communication and listening skills
 - Navigating tricky calls, suicidal callers, harm and duty of care practices
 - Asserting boundaries and handling difficult disclosures
 - Understanding and practicing Te Whare Tapa Whā wellbeing models
 - Demonstrating and encouraging strengths-based approaches
 - Experience with Peer Support frameworks
 - Confidence in learning phone systems and technology used to log calls
 - Good note taking skills
 - Self-care practices