

Volunteer Position Description

Role

Connect with a Peer team member

Location

Remote/online

Purpose of the Position

The Connect with a Peer provides an opportunity for those with IBD to link directly with peers for a confidential, one-on-one conversation.

This volunteer role is responsible for providing support and information through one-on-one conversations with people accessing support through the program's webpage. Peer volunteers will use their knowledge of Crohn's & Colitis to assist clients with their inquiries and issues they are facing.

Responsibilities and Duties

- Respond to inquiries in a timely manner, in keeping with the CCA Helpline Guidelines
- Use knowledge of Crohn's & Colitis to assist clients
- Provide emotional and practical support
- Refer clients, as required, to seek further medical advice
- Escalate inquiries, dependent on nature of urgency and severity
- Ensure confidentiality and/or privacy information is completed and collected
- Conduct self in a professional manner whilst representing CCA and meeting the organisation's Code of Conduct
- Promote a positive, supportive environment where clients do not feel judged and are free to share their issues
- Informing, educating and providing suitable health referrals to clients

Qualifications and skills required

- Completion of CCA's Connect with a Peer Training
- Police check and Working with Children Check (WWCC)
- Knowledge of IBD and its implications
- Compassionate and patient nature
- Excellent communication and written skills
- Effective people skills
- Fluent in English
- Computer literate
- Access to a computer and/or smartphone and internet connection
- Be over 18 years of age

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Commitment Expected

We ask for a minimum commitment of 12 months at which time there will be a review of your position. Please consider your current health and personal needs prior to committing to the role.

Training

All volunteers must successfully complete CCA induction, along with CCA's Connect with a Peer training.