



VOLUNTEER ROLE DESCRIPTION

POSITION TITLE: Sex Sense Line Volunteer, second level position
COMMITMENT: 12 hours per month for one year
REPORTING: Facts of Life Line Supervisor

POSITION SUMMARY

To provide information to Opt's Sex Sense Line callers (as well as those that email) so that they can make informed decisions on birth control and other issues related to their reproductive and sexual health. To assist the provincial office with administrative duties to ensure smooth function.

RESPONSIBILITIES

- Assist and facilitate individual callers in making informed decisions through the provision of information
- Provide referrals to medical agencies or other community organizations

FUNCTIONS

Information Giving and Referrals

- Provide client-centered support
- Present information in an empathetic and non-judgmental manner
- Develop good rapport and ability to confirm client comprehension
- Ensure client is provided with the current and accurate information
- Be familiar with and know where to find resources
- Respect and maintain confidentiality of client
- Provide appropriate referrals to other service agencies

Documentation

- Accurately record all necessary information in the database and in the volunteer logbook
- Discuss each call with the supervisor for feedback and expression of work

Administrative Support

- Assist with clerical/administrative duties such as filing and collating mail-outs
- Assist with reviewing and updating resource materials

General Duties

- Keep confidentiality regarding all Opt services and client, volunteer and paid staff information
- Participate in workshops and in-services

QUALIFICATIONS

- Indicate a commitment to on ongoing learning in the area of sexuality
- Demonstrate excellent listening and communication skills
- Be reliable and dependable
- Be non-judgmental

TRAINING

The prospective volunteer must

- have successfully completed the required training provided by Options for Sexual Health
- observe and learn from Sex Sense calls as they arise
- commit to ongoing training for education and skills upgrading when provided

Volunteers are evaluated by the Sex Sense supervisor at 6 months then annually

All positions at Opt require a signed commitment to the Opt mission, values, objectives, and confidentiality.

REV 2013 - 01