



ana liffey drug project  
ACTION • PREVENTION • SUPPORT

## The Poole Volunteer Programme

<b>Role title:</b>	ALDP Live Helper Volunteer
<b>Purpose:</b>	<p>Live Helper is a free, secure and confidential online support service provided by Ana Liffey as part of drugs.ie offering information on drug and alcohol issues. The role of the Live Helper Volunteer is to participate in the staffing of the Live Helper service and ensure efficient service delivery. The Live Helper volunteer role is to respond to individuals who may be coping with a range of stressors relating to their own or a loved one's drug or alcohol use. This role therefore requires a sensitive and informed response to support those contacting the service.</p> <p>The main tasks of the role are:</p> <ul style="list-style-type: none"><li>To provide drug and alcohol-related information</li><li>To act as a signpost to services</li><li>To provide support</li><li>To provide information on the continuum of substance use, including dependency/addiction</li></ul>
<b>Where:</b>	The volunteer will source the location where the Live Helper role is carried out and use their own PC. This location will be agreed with the Ana Liffey and should be confidential, comfortable and secure without any external distractions.
<b>When:</b>	Saturday & Sunday from 12:00 to 24:00
<b>Time requirements:</b>	2 hour commitments during hours: 12:00 to 24:00 Schedules can be accommodated for weekly or monthly commitments. We ask that volunteers commit to work for a minimum of 12 months
<b>Duration:</b>	3 months' probation, with a review at the end of the first 6 months.
<b>Requirements</b>	<b>Essential attributes</b>



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<b>skills or qualifications:</b>	<p>Must have a degree in psychology, addiction studies, social sciences, teacher training or equivalent.</p> <p>Be comfortable in an online environment</p> <p>Have excellent written communication skills</p> <p>Be able to work on their own initiative</p> <p>Be able to commit to 5 consecutive weekends of training</p> <p>To work well as part of a team</p> <p>The ability to understand confidentiality and sensitivity as they apply to the role</p> <p>Must be at least 23 years old</p> <p>Must be able to understand, communicate and uphold ALDP regulations.</p> <p>Must demonstrate compassion and a non-judgmental approach towards those contacting the service.</p> <p><b>Desirable attributes</b></p> <p>Experience working in the field of addiction and or homeless services would be an advantage.</p>
<b>What's in it for you the volunteer:</b>	<p>Be part of our Poole Volunteer Program</p> <p>Be a member of our new online volunteering team</p> <p>Gain valuable experience in the area of addiction</p> <p>Be part of a wider community</p> <p>Gain an understanding of addiction</p> <p>Share and learn professional skills</p> <p>Receive support and advice on the role</p> <p>Supervision</p>



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<b>Why we want you:</b>	<p>The ALDP runs a very busy Live Helper online service. We intend to expand the service to an out-of-hour's service during the weekend between 12 noon and 12 midnight on Saturdays and Sundays.</p> <p>The Live Helper role functions as</p> <ul style="list-style-type: none"><li>• Substance use and addiction support.</li><li>• Information provider.</li><li>• Signposting service.</li></ul> <p>Help us to increase our capacity to work with more clients.</p>
<b>Orientation and training:</b>	<p>Volunteer Induction to ALDP Active listening training Drug and alcohol information training Local and National services signposting and orientation around drugs.ie and ALDP websites. Orientation around the live helper software. Simulation of Live Helper with role play and script review. Orientation covering emergency procedures, ALDP policies, resource management, and service tour. Opportunities to be part of ALDP training and education programmes throughout the year.</p>
<b>Notes:</b>	<p>Screening details for the role: Informal interview; Reference checks; Criminal declaration; Garda Clearance; Further suitability assessment, if required.</p>
<b>For more information contact:</b>	<p>Peter Mc Geough ALDP Volunteer Coordinator Ph: 01-9603012 Email: <a href="mailto:Peter.mcgeough@ALDP.IE">Peter.mcgeough@ALDP.IE</a></p>