

About this role

The role of the AMIS Helpline Support Volunteer is to provide support to men affected by domestic abuse. Our helpline operates Mon- Fri from 9am – 4pm. Volunteers will be based at the AMIS office in Edinburgh.

Volunteers on the AMIS helpline do not offer counselling or legal advice; rather, they provide a space for men to discuss what has been happening in a safe and non-judgemental environment. We assess risk and put appropriate measures in place to help reduce the risk of harm.

Volunteers offer emotional support, as well as practical support, information and signposting to local services across Scotland. We ask for a minimum commitment of one year for this role.

Training

This is a very challenging and rewarding role. Full training is provided in Edinburgh (reasonable travel expenses will be reimbursed). Training consists of 2 full days training and 5 evenings. After the initial training volunteers will then undertake our accreditation process, which includes shadowing and listening in on calls with an experienced helpline operator. On-going support and continued professional development is also provided. The training will cover:

- Dynamics of domestic abuse
- Men as victims
- Risk management
- Diversity of clients
- Helpline skills toolkit
- Self-care
- Adult/child protection
- Exploring options
- Criminal/civil legal options

From You...

- Excellent listening skills
- Good communication skills
- Ability to empathise
- Commitment to equality and diversity
- Reliability
- An understanding of how men experience domestic abuse

From AMIS...

- Induction training programme
- Accreditation support
- Travel expenses
- Ongoing training and support
- A friendly work environment
- An opportunity to join a growing organisation
- Support with job applications and career development