



Mood Disorders Society of Canada **La Société Pour Les Troubles de L'Humeur du Canada**

Job Description

Position Title: IVW National Volunteer, Companionship Conversationalist

Responsible To: MDSC National Volunteer Coordinator

Summary:

The Mood Disorders Society of Canada (MDSC) is looking for volunteers that enjoy conversation and have a smile in their voice. Successful candidates will be assigned to MDSC's new program called 'Improving Veterans Wellness'. This program supports Veterans and their family members.

It is well known that social engagement and connecting to others improves our sense of overall well-being. Throughout our lives we may go through a time of not feeling connected. This program has three options to help Veterans and their family members if they experience this issue. The first offering is one-on-one phone calls with the ability to speak informally with a caring person. These calls are offered in a safe, private and trust-based environment.

In your role, you will have regularly scheduled phone calls with a Veteran and/or family member/s as a way of providing connection. Companionship calls take place Monday to Friday evenings from 6 – 9 pm eastern. You would only be required to work at times that are scheduled with your clients. This work requires a person who is able to speak with ease, who is compassionate, empathic, enjoys cross-generational conversations and desires to support a vulnerable community.

Under the direction of the **MDSC National Program Manager**, the **IVW National Volunteer, Companionship Conversationalist** must be capable of working independently and will be responsible for meeting all criteria, and carrying to completion companionship calls with Veterans and / or their Family Member/s.

Location: This is a home office-based position.

Duties:

The **IVW National Volunteer, Companionship Conversationalist** will be responsible for the following:

- Contact clients to establish a trust-based relationship and scheduling the time of the call
- Follows the companionship call script to lead into and out of the telephone conversation
- Conducts client-centered companionship phone calls with Veterans and their family members

Job Description – IVW National Volunteer, Companionship Conversationalist

- Schedules follow-on companionship calls
- Professionally represents MDSC at all times
- Ability to work with basic technology such as Google Forms or be willing to learn it
- Able to proficiently use technology for training purposes
- As a member of the MDSC volunteer team, participates in the MDSC Volunteer training and the Peer and Trauma Support Services (PATSS) training program prior to taking companionship calls

Qualifications include:

- Excellent oral communication skills
- Ability to speak with ease
- Be an active and empathic listener
- Excellent interpersonal skills
- High level of comfort speaking cross-generational
- Aptitude for building strong relationships and proactively establishing ties with clients
- Have a good sense of customer service and care for the client
- Ability to maintain confidentiality
- Strong sense of discernment and judgement (particularly regarding sensitive or personal issues)
- One year commitment to working on this project
- Ability to work in a team environment as well as independently
- Must be prepared to provide three references, a vulnerable sector check will be required
- Direct experience within the mental health area is considered an asset
- Direct experience working with Veterans and their family members an asset
- Read/write and understand French an asset
- University or College Student whose studies are in the medical field/ mental health field and/or social work field is considered an asset

National Volunteer Program Coordinator:

Date: