

University of Bath Students' Union Nightline Team

This opportunity profile is designed to give you an idea of what your voluntary work will involve. It highlights the commitments, skills and benefits you can expect from taking up that role.

Role: Nightline Volunteer

Department: Advice & Representation Centre

Duties and Responsibilities:

- To answer every phone call that rings throughout the night and talk politely to the caller, listening to their problems
- To attend all training as required for the role
- All volunteers to remain anonymous and keep all calls confidential
- To remain non-judgemental on all topics discussed

Time Commitment:

1 shift every 3 weeks per semester minimum shifts are from 8pm to 8am

Venue:

Nightline Office in Norwood House

Responsible to:

Nightline Co-ordinators
Carol Lacey– Advice & Support Manager

Opportunity:

To gain experience talking through personal issues with other people
Develop listening skills in a role of responsibility

Benefits:

Free training
Chance to attend free talks given by the Bath Samaritans
Volunteering hours contribute towards The Bath Award
And Volunteer Recognition Scheme

Useful previous experience:

Must have an interest in general wellbeing of other students' issues

Training and support:

- ◆ Minimum of 2 training sessions per semester
- ◆ Opportunities for further training on specific issues
- ◆ Support from all Committee members 24/7 during term time

Skills Gained: Participating in this opportunity will enable you to develop and practice the following skills (marked ✓)

Written Communication		Teamwork		Financial Management	
Verbal Communication	✓	Time Management	✓	I.T.	
Delegation	✓	People Management		Organisation/ Planning	
Decision Making		Negotiation		Marketing	

Others (as specified below):

Active Listening
Confidentiality

For further info contact:

Carol Lacey, Advice and Community Manager.
Advice & Representation Centre
suadvice@bath.ac.uk 01225 386906

Website:

www.BathStudent.com/welfare/volunteers/nightline