

University of Bath Students' Union – Nightline Nightline Welfare Officer

Duties and Responsibilities

- Maintains volunteer satisfaction
- Keep in contact with volunteers, provide a role which is one that volunteers feel is approachable and whom they feel confident to talk to about difficult calls.
- Check on call log each day and contact any volunteers who appear to have had difficult calls
- Is available to meet volunteers as soon as possible, usually the next day, after difficult calls to debrief volunteers.
- If a volunteer wishes to complete an incident report after such a call the Welfare Officer will be on hand to assist them.
- If there is a welfare issue ensure that details are passed on to the staff member in the SU who is the main support for Nightline, usually the SU Advice and Community Manager.
- Maintain and where necessary further develop links with the University of Bath Counselling Service and the Residential Life and Wellbeing Service.
- Organises socials for volunteers.
- With the Nightline Committee attend regular meetings with the SU.

Time commitment

First Semester- 4 hours per week
 Second semester- 4 hours per week
This is in addition to the listening volunteer role.

Accountable to

Nightline Co-ordinators, SU Community Officer, Advice & Community Manager

Venue

Advice & Support Centre
 Potential meeting venues

Supported by

SU Community Officer and Advice and Community Manager

Opportunity

- Develop communication skills
- Develop ability to reflect on and respond to situations
- Develop ability to support others.

Benefits

Skills gained; CV enhancement; support from SU Community Officer and other key staff and officers; contribution towards Bath Award

Useful previous experience

Leadership, Management, Volunteering

Training and support

Training offered in management, support and communication

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

Written communication	✓	Teamwork	✓	Financial management	✓
Verbal communication	✓	Time management	✓	IT	✓

Delegation		People management	✓	Organisation/planning	✓
Decision making	✓	Negotiation		Marketing	✓
Others (as specified below): Event Management					
For further information, contact: sucommunity@bath.ac.uk or suadvice@bath.ac.uk			Website: http://bath.nightline.ac.uk/		