

PARENT & FAMILY DRUG SUPPORT LINE

For **anyone** concerned about a loved one's alcohol or drug use

Confidential. Anonymous. Professional. 24 Hours.
Professional & Peer Support

Becoming a Parent Volunteer with the Parent and Family Drug Support (PFDS) Volunteer Support Network

Thank you for your interest in volunteering for Parent and Family Drug Support.

PFDS was established in 1996 as a state-wide telephone information, counselling and referral service for parents and family members affected by alcohol and/or other drug use. It is staffed by professional counsellors and falls under the auspices of the Alcohol Drug Support Service.

In 2000, the service expanded and developed the Parent Support Network which incorporated parents with a lived experience who could provide peer support to other parents calling the service. In 2014 the service started facilitating support groups in the community. We are currently recruiting new Parent Peer Volunteers to join this dynamic and friendly team.

If you have been supporting your son or daughter with problematic drug and/or alcohol use and feel emotionally and practically ready to use your personal experience to help other parents and families, then perhaps this role is right for you.

Please note that it is an absolute requirement that you have lived experience to be considered for a role with us.

At present, we are particularly interested in hearing from people who are willing to facilitate regular **parent peer support groups** in the following areas: Midland; Thornlie; Rockingham; Mandurah and Bunbury. Group facilitation generally involves creating a safe and inclusive space where people feel comfortable and at ease to talk about what is going on for them. Although it may sometimes involve delivering information, it most commonly involves active listening skills, empathy, eliciting ideas and managing group dynamics. Facilitators are not there to teach or be the expert, rather they help people in the group to arrive at their own decisions.

Another aspect of the service that Parent Peer Volunteers can be involved in is on the telephone roster. Volunteers provide one 5hr shift per week from their own home on the roster providing telephone support to parent callers. Shifts range from 8am-1pm; 1pm – 6pm or 6pm to 10pm. Confidentiality is always maintained, and volunteer's numbers never given out to callers, as calls are transferred via the Alcohol Drug Support Service. Shifts can be unpredictable with more calls being taken during the daytime and with evenings being typically quieter, but our aim is to be available and present when a parent needs to help the most. Both volunteer and caller find when a call is transferred through, that it is an invaluable and mutually beneficial exchange.

The role of the Peer Volunteer is to listen, use their lived experience to offer strategies that may have worked for them, share their own experience when asked to do so and help the parent or family member arrive at their own solutions.

Training is provided, and volunteers are provided opportunities for ongoing training and support.

You would be joining a well-established service with over 20 years of experience of volunteer management and of providing peer support to distressed parents. We are a supportive team who look after each other and who also like to have a belly laugh from time to time. Volunteers often report feeling as though they receive far more than they give with the role being very rewarding.

PARENT & FAMILY DRUG SUPPORT LINE

For **anyone** concerned about a loved one's alcohol or drug use

Confidential. Anonymous. Professional. 24 Hours.
Professional & Peer Support

Please note, the following situations will exclude an application from being considered for the well-being of callers using the service and the applicant:

- Those who have experienced alcohol and other drug-related problems within the past two years,
- Those who have experienced an alcohol or other drug-related death of a significant other within the last two years and/or:
- Those who are unable to complete the training and probationary period of the program

Due to the large volume of interest we receive at times, if you do not specify you have the required **lived experience** we may not be able to respond to your expression of interest.

If you are interested in becoming a PFDS parent peer volunteer, please complete the confidential application form and email it to parentdrugsupport@mhc.wa.gov.au. You may then be contacted for an interview appointment if your application is suitable.

Once again, thank you for your interest.
Yours sincerely,

Charlotte McConnell
Coordinator Parent and Family Drug Support (08) 65530239