



WayAhead Mental Health Directory Volunteer Position Description January 2019

Organisation:	WayAhead
Title:	WayAhead Mental Health Directory Volunteers
Status:	Volunteer – minimum 12 months on Wednesday, Thursdays and/or Fridays
Location:	Suite 501, 80 William Street, Woolloomooloo
Report to:	WayAhead Senior Projects Officer-Information Service

About WayAhead:

WayAhead-Mental Health Association NSW is a non-government organisation working in partnership with others to promote mental health and wellbeing through education, support and advocacy.

WayAhead provides support, information and referrals to people with a mental illness, their families and carers through our information lines or through their **WayAhead** database directory. **WayAhead** coordinates a number of support and self-help groups for people with anxiety as well as coordinate unique health promotion campaigns and projects, including Mental Health Month, Perinatal Depression & Anxiety Awareness Week and WayAhead Workplaces (a workplace health network).

WayAhead receives funding from the Mental Health Commission of NSW and the Ministry of Health.

Role description:

The **WayAhead** online directory contains over 6,000 listings of services including community mental health services, hospitals, aged & respite care, rehabilitation services, counselling services, peak bodies, national organisations, drug & alcohol services, accommodation, support groups and other health services.

To ensure the directory remains up to date and reliable we continuously check the information. This is done by phoning organisations directly and recording the information ready for data entry.

Duties and Responsibilities:

- Phoning services to verify current information and gather new information to include in the directory
- Researching new service listings to expand services and areas in the database
- Accurate recording ready for data entry

Essential Criteria:

- Excellent communication skills and command of English language (oral and written)
- Neat and clear handwriting
- Customer service skills (friendly and professional)
- Willingness to speak to a broad range of people and organisations

Collective Purpose is a combined project of the

Mental Health Association NSW;
Mental Health Carers (ARAFMI NSW);
BEING – Mental Health & Wellbeing Consumer Advisory Group

Supported by the Mental Health Commission of NSW



- Ability to gather information quickly, efficiently and accurately

We are seeking people who are able to commit to a minimum of 12 months volunteer work. On the job training is provided.

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WayAhead
Mental Health Association NSW



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