

## **SOSAD Ireland: Messaging Service Volunteer** **(<https://www.activelink.ie/node/113469>)**

### **Messaging Service Volunteer**

The role of Messaging Volunteer comprises being an “active listener” in SOSAD’s Messaging Support Service. This is an online chat system, and involves text-based interactions. At present this service runs from 8.00 p.m. to midnight seven days per week, but an expansion is envisaged which will run from 4.00 p.m. to midnight at weekends initially. This role will be undertaken from your home. A laptop, phone or tablet capable of running the software, and a strong internet connection will be required.

#### **Your Role:**

Listening to the service user, providing support, care and where needed offering practical advice on services available to them via online messaging.

Helping low and high-risk suicidal clients presenting with issues of self-harm, suicidal ideation, alcoholism, depression, and unresolved past trauma. Where necessary, contacting the relevant office with any referrals from chats to be followed up by daytime office staff.

Shifts are four hours per week, between 8.00 p.m.– 00.00 a.m. Each volunteer will need to commit to one 4 hour shift per week, completing a total of 200 hours (1 year). Time off for holidays, etc., can be booked in advance. Commitment to attending group supervision and working with your mentor. These meetings are set up alternately every month. Training

Successful candidates will receive full training for this role in active listening, crisis intervention skills and the software used.

#### **Training will take place on Zoom follows:**

- March TBC
- March TBC

A further individual 3 hour roleplay training/assessment will be conducted following this training, at a time which will be organised individually around your own availability.

#### **Benefits:**

- Support
- Each volunteer will have a mentor and supervision will be provided. We work as a team, and all support each other, and we have additional support available if required.
- Learn new skills
- The training incorporates skills in active listening and crisis intervention. Volunteers often find that this training positively impacts their personal lives, as well as assisting them in their role. Other training courses may also become available within the organisation which volunteers may access if wished.
- Upskill
- The role, and the skills training, are positive additions to any CV.

#### **Requirements**

- Ability to work positively with clientele;
- Effective communication and organisational skills;
- Respect for service;
- Ability to maintain professional and personal boundaries, alongside user confidentiality;
- Caring, empathetic, and understanding nature;
- Garda Vetting required for all applicants;
- Previous experience working with people who are suicidal/depressed, and/or on a helpline is preferable but not a prerequisite.

To apply, please email: [messaging@sosadireland.ie](mailto:messaging@sosadireland.ie)  
(<mailto:email%3Amessaging@sosadireland.ie>)

**Region**

Online

**Date Entered/Updated**

29th Jan, 2025

**Expiry Date**

29th Mar, 2025

---

**Source URL:** <https://www.activelink.ie/community-exchange/volunteering/113469-sosad-ireland-messaging-service-volunteer>