



PAIN SUPPORT LINE VOLUNTEER ROLE DESCRIPTION

The Pain Support Line is a volunteer-based telephone service that connects people in pain to resources that go beyond the doctor's office. As a trained volunteer, you'll have direct impact on the lives of people in pain by providing a listening ear, reducing isolation, assisting our callers with access to health care services, housing, employment, income security, transportation, food security, education, recreation and social services. You will also provide information about pain self-management and Pain BC resources and programs.

All Pain Support Line volunteers will bring great commitment, creativity, tenacity, and humility to their work with individuals and families. And, as members of a volunteer community, they will continuously reflect on this work to help develop the program to achieve greater impact.

Pain Support Line Volunteer Role:

The overarching aim of the service is to alleviate the variety of stressors that impact people living with chronic pain, reduce social isolation and empower clients to take charge of their health. In this role, you will be assisting individuals and families who live with chronic pain to access health services, social services, housing, employment, income security, food security, education, child care, and recreation by providing support and resources in collaboration with health care and social services providers. Assistance is provided via phone, email or text from our Pain BC office located at #320 1508 West Broadway, Vancouver.

We offer two tracks to this position:

1. **Front line volunteer position** – your primary responsibility is to respond to support line calls and emails, conduct intakes, assess client needs and schedule follow-ups, enter data from calls during or immediately after the call and, time permitting, conduct research on resources. This is an ideal position for those who have an interest in communicating with clients directly and enjoy interpersonal interactions.
2. **Researcher position** – your primary responsibility is to research available resources in various communities across British Columbia and to verify and expand Pain Support Line's resource library as it specifically relates to supporting people living with pain. This is an ideal position if you want to have direct impact on people's lives, but you don't feel as comfortable or confident speaking with clients.

RESPONSIBILITIES:

- Interact with callers, peer volunteers and Pain BC staff in a respectful and professional manner
- Adhere to provincial standards with regards to client confidentiality and privacy. Follow Pain BC's privacy and confidentiality policy
- Conduct assessments and provide support and resource referrals in accordance with Pain Support Line policy and procedures



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- Consult and debrief with Support Services staff regarding challenging interactions or queries on resource searches and access to services
- Document client interactions in a timely manner
- Participate in Pain Support Line skill development training and continuing education workshops
- Participate in other Pain BC activities, events and workshops

VOLUNTEER COMMITMENT:

- Attendance at orientation training sessions, including home/online preparation
- Completion of 100 hours commitment – minimum one 4-hour shift per week over eight to twelve months
- Shifts can be scheduled Monday-Friday during office hours: 9 am – 4 pm
- Attendance at the majority of training sessions

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- Reliability, nonjudgmental attitude, openness to learn share and receive feedback
- Commitment to supporting individuals and families achieve better health outcomes
- Cultural competency and some understanding of the determinants of health, impact of health inequities, the impact/dynamics of chronic pain on well-being, harm reduction and client-centred care
- Ability to recognize the need for support and direction
- Proficiency speaking and writing in English. Second language is an asset
- Computer competence
- Successful completion of orientation training
- Completion of a police record check

BENEFITS:

- Contribute to making a significant impact on quality of life and health outcomes of individuals and families
- Gain experience assisting individuals and families who deal with chronic pain
- Develop communication and interpersonal skills, boundary setting, referral skills
- Expand your knowledge of chronic pain and its impacts
- Enhance your knowledge of self-management in relation to chronic pain
- Increase your knowledge about social determinants of health
- Gain first-hand experience and knowledge of the often complex issues arising in health care and other settings
- Continuing education workshops from various community agencies
- Obtain a reference letter for academic or employment purposes after satisfactory completion of commitment
- Experience opportunities for networking with health care and social service providers and organizations
- Connection to community
- Work in a collaborative and collegially fun atmosphere