

Telephone Recovery Support-Volunteer Service Description

Purpose

The goal of the Telephone Recovery Support volunteer position is to call individuals who have requested this service, to ask how their recovery is progressing and to connect them to the resources they need to achieve and maintain their recovery.

Roles & Responsibilities

The roles and responsibilities of the Telephone Recovery Support volunteers include:

- Providing peer-to-peer recovery support by reaching out over the phone to “recoverees” who have been identified by MRC
- Showing support by simply “checking-in” with recoverees and allowing recoverees to choose their own path to recovery
- Listening
- Recognizing and encouraging recoverees’ strengths and achievements
- Identifying possible barriers to recovery and offering suggestions for removing those barriers
- Connecting recoverees to resources and organizations that can help remove barriers to recovery
- Maintaining and nurturing their own personal recovery in order to model the transformative power of recovery
- Sharing their own experience, strength, and hope with recoverees
- Practicing appropriate ethics and boundaries
- Advocating for recovery
- Accurately representing the role of MRC to the recovery community
- Complying with all MRC policies and procedures outlined in the MRC Volunteer Handbook