



# Samaritans in Spain Listener Volunteer Role

Providing Emotional Support to Those in Need

## Introduction

Samaritans in Spain is a renowned organisation dedicated to providing confidential emotional support to individuals experiencing distress, despair, or suicidal thoughts. A Listener is at the heart of this mission—a volunteer role that enables people to share their thoughts and feelings in a non-judgmental, safe space. This document outlines the responsibilities, skills, and values associated with the role of a Samaritans in Spain Listener.

## Key Responsibilities

The role of a Samaritans Listener is multifaceted and focuses on offering support in various ways:

### 1. Providing Emotional Support

- Engage in conversations with individuals who call the Samaritans in Spain helpline, offering an empathetic ear and a safe space to express their feelings.
- Ensure that each individual feels heard, valued, and supported without imparting solutions or advice.

### 2. Maintaining Confidentiality

- Uphold strict confidentiality of callers' identities and the content of conversations, except in rare situations where safeguarding policies require intervention.

### 3. Active Listening

- Use active listening techniques to fully understand the caller's emotions and circumstances. This involves reflecting, paraphrasing, and acknowledging feelings to show understanding and care.

### 4. Crisis Intervention

- Recognise signs of suicidal ideation and respond to calls of acute distress with calmness and professionalism.
- Uphold the principles of self-determination respecting an individual's right to make their own choices and decisions regarding their life and well-being.

## 5. Collaboration

- Work collaboratively as part of the Samaritans in Spain team to ensure a smooth and effective operation.
- Undertake regular debriefings and team discussions to share experiences and learn from others.
- Listeners can further support the organisation through fundraising, raising awareness, and administrative tasks.

## Essential Skills and Attributes

Being a Samaritans Listener requires a specific set of skills and personal qualities:

### 1. Empathy

- The ability to understand and share the feelings of others without judgment.

### 2. Communication Skills

- Proficiency in both verbal and non-verbal communication to build trust and connection.

### 3. Emotional Resilience

- The capacity to manage your own emotions and remain composed when engaging with individuals in distress or crisis.

### 4. Patience

- Allowing callers to express themselves at their own pace without prompting or rushing them.

### 5. Non-Judgmental Attitude

- A commitment to accepting people as they are, regardless of background, beliefs, or circumstances.

### 6. Teamwork

- Willingness to collaborate with other volunteers and staff to create a supportive environment for all.

## Training and Support

Samaritans provides comprehensive training to equip Listeners with the knowledge and skills needed for the role. The training includes:

- Active listening and communication techniques.

- Understanding mental health and emotional wellbeing.
- Dealing with challenging calls and safeguarding issues.
- Self-care and managing personal emotions during and after calls.

Ongoing support is also available through offloading by another Listener after each shift, from the Trustee Welfare and from regional welfare coordinators in each region.

## Time Commitment

Volunteers are asked to commit a minimum of 4 listening shifts, and 2 offloading shifts per month, including 1 weekend listening shift per month. During training volunteers will need to undertake 12 hours of online training via Zoom and a minimum of 4 mentoring sessions afterwards.

## Benefits of the Role

Becoming a Samaritans Listener is not only fulfilling but also offers personal growth:

- Gaining deep insights into human emotions and experiences.
- Developing invaluable communication and interpersonal skills.
- Being part of a compassionate and supportive community.
- Making a tangible difference in the lives of those who need it most.

## Conclusion

The Samaritans Listeners offer hope to those facing emotional difficulties. By offering empathetic and non-judgmental support, Listeners help to alleviate the burden of loneliness and despair. It is both a challenging and deeply rewarding role, ideal for those who wish to make a meaningful impact in their community. If you have the passion and commitment to help others, becoming a Samaritans Listener might just be the perfect way for you to contribute to a kinder, more compassionate world.