

## Volunteer Listening Service (VLS)

### What is the service?

The Volunteer Listening Service is a new initiative specifically intended to offer staff who feel they are being bullied in their place of work a safe and confidential space to be heard.

This service isn't a Counselling service, its purpose is primarily to offer emotional support, and advice if necessary. In contrast Counselling typically uses evidence based psychological therapy to help a person resolve or adapt to a specific difficulty.

### Who runs the service?

The service is run by Health Board staff who have volunteered, who have lived experience of bullying themselves, and therefore who understand what it might feel like.

### How do I access the service?

Access is via self-referral only. Please call the Employee Wellbeing telephone hub on **01633 234888** where you will be able to speak to one of our team Administrators (8am to 5pm Mon-Fri), or if they are not available, leave a message with contact details on our confidential answerphone. We will aim to respond as quickly as we can to all answerphone messages. Alternatively you can email [ABB.EmployeeWellbeing@wales.nhs.uk](mailto:ABB.EmployeeWellbeing@wales.nhs.uk) and the Administrator will contact you to obtain further details.

### When and where is support available?

Support from the service will generally be available from 9am-5pm - Monday to Friday, and can be offered either over the phone, online or face to face. The specific location for any face to face meeting will be negotiated once contact has been made, though it will need to be in a Health Board premises. All personal and professional information shared with us will be treated using the same rules of confidentiality we use for our Counselling Service and Clinical Psychology Service.

### What happens if I make contact and ask for help?

Once you have spoken in confidence to our Team Administrator you will be allocated a person from our volunteer listener team. The Listener will make contact via the method you feel most comfortable with and begin a conversation with you about your individual needs and situation. This will lead to further contacts to be agreed between yourself and the Listener.

After a discussion, it is possible that either our Team Administrator, or a Listener might feel you need more specific help from our Psychological Therapy Service, or from our Clinical Psychologist. No decisions will however be made without your agreement and consent.

As the service is new, at the end of your contact with us you will be asked to complete a satisfaction questionnaire to help us evaluate and improve.

If having read this information you feel this new service might be of use to you, please make contact and we will be happy to offer our help.