



Role Description: Regional Coordinator – Listening Ears

The 'Listening Ear' Concept

Listening Ears guide and support a Scout in need, whether the Scout is faced with a risk of harm or experiencing discomfort at a Regional Event. Listening Ears offer a welcoming, safe, non-judgmental, non-threatening environment for Scouts to seek help.

The main purpose for all Listening Ears is to:

Support – serving as an initial source of attention for the Scout.

Assess – assess the severity of the condition or complaint.

Refer – refer Scout to appropriate resources if need be.

Role Purpose

Functions

Coordinator Role:

1. Responsible, together with the RC, to ensure that the Region has a full complement of suitably mature members to make up the Listening Ears Team to cover the Regions requirement at any Regional event held, ensuring that age, race, culture etc (diversity) is taken into account.
2. The Listening Ear Regional Coordinator (LERC) will be responsible for managing the Regional Listening Ears Team.
3. To ensure that:
 - A Listening Ear (LE) station is available and visible at all Regional Events – equipped with all necessary resources and equipment.
 - Sufficient LE are available on a roster basis, to work in pairs, for the size of the Regional Event.
 - All necessary forms are printed and available upon request.
 - Policies are available upon request.
 - The LERC leads and forms part of the Regional Listening Ears Team.
4. To ensure that a Debrief Session is held at the end of each day. All paperwork to be stored safely with the RC at the end of each event.
5. Have an availability of appropriate resources in case of referrals that may be required in terms of mental health issues; ie Psychiatrists, Child Line numbers; etc
6. To ensure that the Listening Ear Team on duty strikes camp and packs away the Listening Ear Station until needed at next Regional Event.
7. To ensure the safety and maintenance of all Listening Ear resources and equipment.
8. Manage the ongoing improvement of the Listening Ears concept in the Region.
9. Undergo an annual Moments that Matter with the Regional Commissioner / Chair: Adult Support.
10. Hold quarterly feedback meetings with the Chair: Adult Support on progress in the Region.

be prepared...

Requirements for Listening Ear Team Members

Listening Ears role

1. Serve as a source of unconditional compassion
2. Serve as a bridge of care, empathy and support
3. Provide (when appropriate) an assessment of the severity of the situation.
4. Report cases of suspicions of abuse, self-harm or suicidal thoughts to the correct person.
5. Maintain an attitude of openness and tolerance
6. Keep accurate records.

Requirements / Attributes / Skills for all

1. Be a current member in good standing with SCOUTS South Africa
2. Computer access / network / wifi
3. Cheerful with a positive outlook on life
4. Mature and professional
5. Service oriented
6. An attitude of compassion
7. Communication – able to communicate eloquently in your home language as well as English
8. Listening – empathetic, open-minded, non-judgmental
9. Stress Tolerance – capable of maintaining composure during stressful situations
10. Worldview– tolerant and accepting of persons of different races, cultures and beliefs

Training required

1. Completion of the Listening Ears etraining
2. Attend an online training session
3. Ongoing training as required

Accountability and Reporting Structure

Applicable policies to the Role	All SSA Policies
Reports to	Regional Commissioner
Peers	LERC's in other Regions
Managers	Regional Listening Ear Team

Period of Appointment

The appointment to this role shall be for a period of 3 years and may be renewed as per the Adult Support policy.

Appointment Procedure

Process as described in the Adult Support Policy.

Other Agreed Tasks

As agreed by the direct report.