

Call&Care

Looking
After
Yourself

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In a situation where you are giving out, the role can be emotionally sensitive or demanding. It is essential that self-care takes place.

None of us are super-human even if we might think we are.

In a listening role, it is important to recognise that although giving out can be positive and beneficial to the giver, there will also be times when issues will be raised that are sensitive or personally challenging for you.

The important thing is to know yourself.

Learn how you react and how you respond to different situations.

Sometimes the most unexpected thing triggers a feeling, thought or memory.

If this happens whilst on a call, the best thing to do is to keep focused on finishing the call to the best of your ability and then take care of yourself.

It is important to know where you can get support for you, and how and when this is available for you.

It is important to know when you are out of your depth and you need to talk to your coordinator or supervisor.

This especially arises when there may be safeguarding issues and in particular concerns regarding the health and safety of individuals.

If you have a concern about something - maybe something does not ring true, something is different from what you expect, or someone is saying something and an alarm is raised - then ensure that it is checked out. Contact your coordinator.

It is better to be over sensitive and take a precautionary step than to delay when actions might be necessary.

In addition, it is important to find the right balance regarding how much time you are to give to your listening role.

Sometimes enthusiasm can take over and people give too much too quickly, only to burn out.

It is important to pace oneself and see it as a slow burn not a rush. The role needs to be sustainable for you as a listener.

It is also important to find space and time for yourself.

You are important and self-care is crucially important. Look after yourself so that you can look after others.

Keep yourself fresh. Spend time in prayer and communication with God for yourself.

When possible, take time to admire the beauty of God's creation. Whether this is the sun or skies or stars or plants or animals.

Give yourself time for rest and recreation.

It is essential if we seek to help and be there for others that we know how to care for ourselves, and also that we strengthen our own faith and relationship with God.

It is always harder for us to help someone else if we are not already practising this in our own lives. Always remember the image from the aircraft safety instructions – if there is a need to fit an oxygen mask, always fit your mask first so that you can then help others.