

# Youthline

## Volunteer Counsellor application pack 2022



# why? volunteer with Youthline

to give  
back



to learn  
about yourself



to help  
people



to meet  
new people



to gain  
experience



to boost  
your CV





Dear Wonderful Applicant,

Thank you for your interest in training and volunteering with us at Youthline.

Youthline's Communication and Self-Awareness Programme is an 8-day intensive training programme and is a pre-requisite towards becoming a Helpline Counsellor. (Dates for our next intake are over the page.)

The cost of training is generously subsidised by community and charitable organisations. For those wishing to contribute towards the costs of your training, we accept koha.

At the end of this training, you *may* then be invited to become a Youthline Helpline Counsellor Volunteer; at which stage you will join our trainee programme until ready to work independently as a Helpline Counsellor unsupervised. If Helpline is not the right fit for you, we have many other ways that you can volunteer with Youthline. Have a chat to us about "micro-volunteering." Its a thing.  
We would love to have you on board!

We have attached the application pack, including a copy of our Code of Ethics and Job Descriptions for volunteer staff. The following core commitments are expected of Helpline apprentices and volunteers:

- Three 3-hour helpline shifts per month,
- A two year commitment to our local Youthline Hub,
- Approximately 4 workshops for ongoing training during the year. These are typically 2 to 4 hours with advance notice,
- 1.5 hours Clinical Group Supervision each month,
- One annual performance review with the Manager,

Please don't hesitate to contact us if you'd like to talk through any of this information.

Thank you again for considering giving your time and energy to improving the lives of our rangatahi here in Aotearoa New Zealand.

*Nga mihi nui,*  
**Your Youthline Team**



## **Mandatory Dates 2022**

Dates	Day	Time
2 <sup>nd</sup> & 3 <sup>rd</sup> April	Saturday and Sunday	9.00am-4.30pm
9 <sup>th</sup> & 10 <sup>th</sup> April	Saturday and Sunday	9.00am-4.30pm
- Weekend Break (Easter)		
- Weekend Break (ANZAC)		
30 <sup>th</sup> April & 1 <sup>st</sup> May	Saturday and Sunday	9.00am-4.30pm
- Weekend Break (Mother's Day)		
14 <sup>th</sup> & 15 <sup>th</sup> May	Saturday and Sunday	9.00am-4.30pm

**Please check carefully that you can make all the dates above\***

\*This is intense training and it is important that you can attend all sessions.

Missing a session can leave you with a gap in the knowledge and development you will need if you proceed to working for Youthline.

The learning is cumulative and developmental, and the process of the group is a core part of this.

The personal sharing involved during training is highly valued by trainees and is a strong foundation for the support that is given and needed by Helpline Counsellors.

Your presence for the full training is important for this reason too.



*Youthline is a confidential, non-judgmental support and community service, focused on the needs of youth and available to all ages and concerns. We support people to empower themselves and to develop their own responses to their circumstances.*

*Youthline Induction Training is a pre-requisite to becoming a helpline volunteer. Youthline Helpline volunteer staff will have an active commitment to, and participation in, ongoing personal and professional development.*

## **KEY TASKS**

### **1. Training and Development**

- Attend ongoing training as scheduled, including one Treaty Training Day.

### **2. Supervision**

- Attend group clinical supervision monthly
- Attend and engage with individual supervision as appropriate.

### **3. Staffing Helpline**

- Staff 3 three-hour helpline shifts each month; shift responsibilities may include telephone counselling, text & email support
- Roster shifts no later than 25<sup>th</sup> of each month (20<sup>th</sup> of month for apprentices)

### **4. General**

- Administrative tasks, e.g. complete time sheets
- Cleaning, e.g. clearing room, doing dishes after training, supervision & shifts.
- Attend Annual Review with the Manager.
- Attend Annual General Meeting.
- General tasks, as may be reasonably requested from time to time.

## **OTHER TASKS**

*Youthline volunteers lead our organisation, and in doing so provide an invaluable service to the wider community, as well as gaining learning opportunities. There are many opportunities for contributing in this way, over and above the key volunteer responsibilities outlined above. Taking on added responsibilities is optional; once a commitment is made to do so, it is expected that this will be followed through as part of that volunteer's core responsibilities.*

*Examples:*

- Co-facilitation of Induction Training or Ongoing Training
- Mentoring
- Governance Committee
- Staffing events (e.g. Annual Street Appeal, Volunteer Fair)
- Fundraising
- Promotion
- Community Education
- Participation in Community events on behalf of Youthline
- Extra helpline shifts

## **RESPONSIBILITIES**

- Maintain healthy boundaries and safe working practices: look after yourself and be aware of your limits,
- Act at all times in accordance within the Code of Ethics and Youthline's policies and Procedures,
- Work co-operatively, supportively and in a confidential manner within Youthline and the wider community,
- Fulfill the Key Tasks, and any others to which you have committed,
- Notify the Manager of any changes in needs, address, or contact details,
- If in doubt about any Youthline work, contact the Manager in the first instance.

If the job description requirements are not met, or the Code of Ethics and Policies & Procedures are breached, disciplinary action will be considered.

## **LEAVING YOUTHLINE**

Upon leaving Youthline, a letter of resignation is required.

You are then required to attend an exit interview with the Manager and return your keys.

# Youthline

helpline induction  
training programme  
application

Surname: \_\_\_\_\_

First Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone:

(cell) \_\_\_\_\_

(home) \_\_\_\_\_

(work) \_\_\_\_\_

Email \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Ethnic Identity: \_\_\_\_\_

Current Occupation: \_\_\_\_\_

Previous Occupations (include holiday jobs): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1. How do you intend to use this training (e.g. youth work, counselling, community development, Youthline trainee, personal interest)?

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2. What attracts you to this training and what do you want for yourself out of this training?

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3. What experiences have you had that may be relevant to this training? (e.g. personal experiences, educational, clubs, work). Please also name any specialist skills, (e.g. counselling, group work, youth work, community development).

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4. Self-awareness training can be demanding and can touch aspects of our being and relationships which are tender. Is there anything concerning your physical, emotional, spiritual or mental wellbeing which it would be helpful for us to know?

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5. Some training sessions may be recorded or photographed.  
Please tick the box if you do **not** give your consent

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6. Do you speak a language other than English?

Yes      No

If you answered yes, please state which language(s):

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7. Youthline's Communication & Self Awareness Development Programme is a pre-requisite to train as a Youthline volunteer. If you are making an application with the intent of also applying for Youthline volunteer training, please confirm this by ticking the box:

☐

*This application collects personal information about you to determine your suitability for Youthline Communication & Self Awareness Development Programme. The information is held by Youthline. The intended recipient of this information is Youthline and for communication with you.*

I certify that all information contained in this application is true and correct.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return the Application Form, the Criminal Convictions Declaration and Proof of Identity form to Youthline c/- PO Box 713, Dunedin Central 9054 or Youthlinesouthland@youthline.co.nz**

# Youthline

application for helping  
counsellor training  
referee statement

Name of Applicant: \_\_\_\_\_

Name of Referee: \_\_\_\_\_

Referee Contact Number: \_\_\_\_\_

Address of Referee: \_\_\_\_\_

I have known the applicant for \_\_\_\_\_ months/years in my capacity as \_\_\_\_\_

***Please comment on the following:***

Availability of applicants to commit to volunteering 10 to 15 hours per month:

Personal stability and capacity for coping with life changes:

Communication abilities (verbal and written):

Suitability for the position of Helpline Counsellor:

Is there any reason why Youthline should have concerns about the applicant's suitability working with children?

Is there any additional information that you feel may be relevant to this reference check and the client's suitability for this role?

*Please indicate if you are happy for the applicant to view this information:*

Yes / No

I am / am not happy to give further information about the applicant if requested.

Name: \_\_\_\_\_

Signed \_\_\_\_\_

Date: \_\_\_\_\_

*Thank you for taking the time to complete this reference.  
Please return this form directly to*

*Youthline c/- PO Box 713, Dunedin Central 9054  
or  
Youthlinesouthland@youthline.co.nz*

## Declaration of Criminal Convictions

This declaration is subject to the Clean Slate Act 2004.

*You have the right to exclude any conviction older than 7 years providing it did not involve a custodial sentence and you have paid in full any fine, reparation, cost or compensation. An order for treatment for mental impairment, disqualification from driving for life and some specified offences, mainly sexual offences, are not covered by the above Act.*

1. I, \_\_\_\_\_, declare that I have:

*(Strike out the one that does not apply).*

a. No criminal convictions against me.

b. The following criminal conviction(s) against me:

*(Please list, giving type of offence and date of conviction)*

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2. I, \_\_\_\_\_, further declare that I have:

*(Strike out the one that does not apply).*

a. No criminal charges pending against me.

b. The following criminal charge(s) pending against me:

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3. I, \_\_\_\_\_, further declare that I will notify the Youthline General Manager if any criminal charges are brought against me or if I incur any criminal convictions while I am associated with or working for Youthline in any capacity.

**I solemnly declare that the above information is, to the best of my knowledge, true and correct.**

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_

**Sighted and reviewed for Youthline by**

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## PROOF OF IDENTITY FORM

### SECTION 1 - To be filled out by Applicant *(please print clearly)*

Last Name

First Name(s)

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Name of Staff Position/Volunteer Programme Applying for

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### SECTION 2 - To be filled out by person identifying Applicant *(please print clearly)*

The Identifier must have

- ☐ Known you for more than 12 months
- ☐ Be aged 18 years or over
- ☐ Not be a relative
- ☐ Not live at the same address as you
- ☐ Have a daytime telephone contact number (a cell phone number is fine)

Last Name

First names

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Relationship to the Applicant

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Home Address (not a PO Box)

Daytime Telephone Contact Number


### I DECLARE THAT I HAVE PERSONALLY KNOWN:

Last Name of applicant

First Names of Applicant

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For .....Years and vouch for their identity

Signature of Identifier

x

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### SECTION 3 To be filled out by the Applicant - THIS FORM MUST BE ACCOMPANIED BY A PHOTOCOPY OF IDENTIFICATION (a copy can be made at the Youthline Hub)

Please tick the box for which you are providing a photocopy of identification

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Drivers Licence

☐

Birth Certificate

☐

Passport