
YOUTHLINE HELPLINE VOLUNTEERING

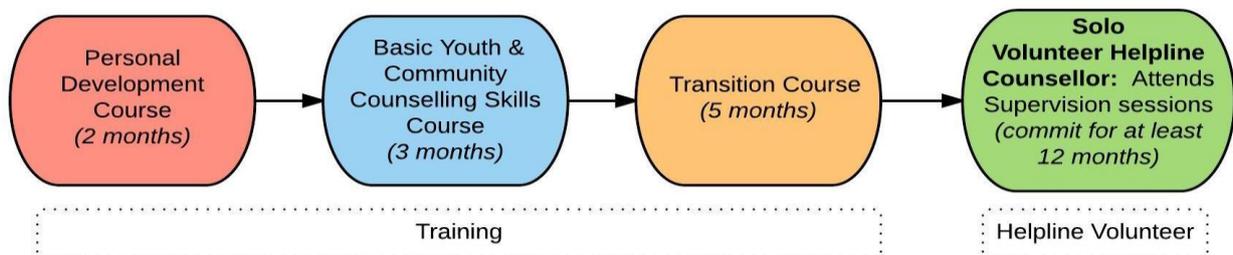
Kia ora,

Thanks for your interest in Youthline's Helpline Volunteering!

Volunteers play an essential role in making sure Youthline is able to help the thousands of young people that contact us each year, and we are always looking for passionate people to join our team

The process to becoming a volunteer helpline counsellor requires volunteers to take part in an extensive training programme before they are permitted to work on the helpline.

Helpline trainees must progress through the following stages:



Volunteer Helpline Counsellors answer phone calls, texts and emails from people of all ages who are seeking some support. The different types of calls / texts / emails that may be received vary, but these are covered extensively in the training as well as appropriate processes and counselling techniques.

Who is suitable for Youthline volunteering?

To volunteer on the text, phone and e-mail helpline at Youthline you need to be able to meet the following requirements:

AGE

Volunteers must be at least **17** years old at the time of starting the training .

TIME COMMITMENT

Volunteers must be able to meet the following commitment criteria:

- * **Stage 1 and 2:** attend one 2.5 hour session per week for the course durations, plus one Saturday session in Stage 1 and two Saturday sessions in Stage 2
- * **Stage 3:** attend 2.5 hour sessions running weekly (first 7 sessions) and then fortnightly (last 7 sessions). Volunteers are also expected to complete helpline shifts in addition to the group sessions.
- * **Solo Volunteer Counsellor:** attend 2.5 hour clinical supervision sessions running fortnightly, plus at least two 3-hour helpline shifts per month

LANGUAGE

Volunteers must have a good standard of **English** (speaking, reading, writing and comprehension).
Progression along the helpline training pathway is dependent on communication ability.

*"We make a living by what we get, but
we make a life by what we give."*

-Winston Churchill-

TRAINING COURSES

Stage 1: PERSONAL DEVELOPMENT

Course Duration: 8 weekly 2 ½ hour sessions plus one weekend session (10am-4pm)

Course Fee: on sliding scale ranging from \$130 to \$250 depending on personal income – see course information sheet.



Personal Development is the first step in the journey to becoming a counsellor on the Youthline Helpline (but people may choose to attend this as a stand-alone course).

It is a lively and varied programme, using experiential activities, games, discussions and a bit of interesting theory to give you lots of opportunities to find out more about yourself and build better communication and relationship-building skills as well. It is also great for helping you learn more about working in a team, managing difference and conflict, building self-esteem and confidence, goal setting and trust.

Personal Development generally runs over an eight week period meeting one evening a week and one weekend.

Progression to Stage 2 of the training is dependent on commitment and demonstration of appropriate skills during Personal Development.

Stage 2: BASIC YOUTH & COMMUNITY COUNSELLING SKILLS

Course Duration: 10 weekly 2 ½ hour sessions plus two weekend sessions (10am-4pm each)

Course Fee: on sliding scale ranging from \$150 to \$250 depending on personal income – see course information sheet.



This is where the skills- building really kicks in! We meet one evening a week for around three months. Through this course we introduce and practice a wide range of skills for counselling on phones, text messages and emails. WE also start looking at some of the big issues that are out there, and start to get to grips with how to manage them so we are prepared for these issues emerging from callers or young people we work with. These include grief, anger and aggression, depression and suicidality.

By the end of this course most people will have the Basic Skills under their belts and be ready to get started with us in the booths (the 'Hub') to respond to phone calls, text messages and emails, or with one of the other services we provide for young people and the community.

Progression to Stage 3 of the training is dependent on commitment and demonstration of appropriate skills during Basic Youth and Community Counselling Skills.

Stage 3: TRANSITION

Course Duration: 14 weekly 2 ½ hour sessions (7 weekly, then 7 fortnightly)

Course Fee: on sliding scale ranging from \$150 to \$250 depending on income



The Transition group is for people who are beginning to work in the Youthline 'Hub', where we take calls, texts and emails from young people and members of the community who are in need of support. It runs weekly, then fortnightly after 7 or 8 sessions, for a semester during week day nights, being your regular time and place to discuss the work you have done on your shifts in the Hub. (Most people do two three-hour shifts a month).

The Transition groups are great opportunities to learn from each other's experiences, get support and encouragement, to revise skills and topics, and to cover new areas of learning such as Child Protection issues and challenging themes like 'Love and Power'! You will learn how to use a Supervision context and how you can continue to learn more about yourself through processing your experiences and discoveries from your work.

Progression to becoming a solo volunteer is dependent on commitment and demonstration of appropriate skills, plus the completion of an assessment during Transition training.

Solo Volunteer Helpline Counsellor: Supervision

Course Duration: fortnightly 2 ½ hour sessions (ongoing)

Course Fee: FREE



The Supervision groups are for experienced Helpline Counsellors. These fortnightly or monthly groups are a kind of 'peer support team' for all the counsellors who are doing their bit each month in the Hub. This is a chance to really get to know a group of your fellow volunteers and create a dynamic team where you each bring your work and experience to help, challenge, support and inspire each other!

You can fine-tune your counselling skills, revise tricky issues and topics, link in with Youthline's national network of volunteers, find out more about the community support resources available, brainstorm approaches to challenging scenarios, and start experimenting with other aspects of Youthline's community work if you want.

In addition to attending supervision, volunteer helpline counsellors are expected to complete two 3-hour helpline shifts per month