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# VOLUNTEER HELPLINE COUNSELLOR APPLICANT INFO PACK

YOUTHLINE WELLINGTON | 2022 INTAKE

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ISSUE DATE:

March 2022

# 01 About The Process

Our helpline counsellors go through an intense personal development process to ensure their suitability to progress to formal training and then onto the helpline. This involves two evening sessions a week for about 3 weeks and an intensive weekend residential "camp". (\*single occupancy accommodation for 2022 intake)

The personal development process will involve you with a group of other volunteers in a range of exercises, role-plays and discussions, allowing exploration and expression of your skills as a potential helpline counsellor in a safe learning environment. You will have an opportunity to examine your own biases and personal needs, and develop an understanding of how these affect your role in a supportive relationship. Full participation is requested, and the emphasis is on fun as well as learning.

People have expressed the benefit of participating in the personal development training as a stand-alone experience; our hope is that participants gain something from this, even if they do not continue on to the formal counsellor training.

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## 02 Helpline Counsellor Milestones

### PARTICIPATE

#### INTERVIEW- LATE APRIL 2022

Choose from 3 available group interview times. One of our conveners will be in touch to book you in closer to the date.

#### PERSONAL DEVELOPMENT PROCESS (PDP)- MAY 2022

We're only able to take 8 participants this year. One of the interview facilitators will let you know if you are invited into PDP. Either way they will provide you with feedback from the interview for you to further your own development.

#### FORMAL TRAINING- JUNE- AUGUST 2022

At the end of PDP your facilitators will let you know if you have been invited to move on to Formal Training. If not, they will provide feedback and possibly alternative roles you could do in the organization (if available).

### VOLUNTEER\*

#### JOINING SUPERVISION GROUPS & BUDDYING ONTO THE HELPLINE- STARTING SEPTEMBER/OCTOBER 2022

If you successfully complete Formal Training, we will place you into a fortnightly supervision group and you will begin buddying with experienced helpline counsellors onto the helpline.

#### BECOMING A SOLO HELPLINE COUNSELLOR- INDIVIDUAL VARIATION

Most helpline counsellors will transition to solo in stages (text, webchat, then phone) your mentors and supervisor will support you in this transition.

#### BECOMING A HELPLINE MENTOR- INDIVIDUAL VARIATION

Once you have gained enough experience, you will have the opportunity to do a mentor workshop and begin supporting new helpline counsellors along their journey to solo.

*\*acceptance to volunteer with us is dependent on a satisfactory police check*

## 03 COVID-19 Considerations

COVID-19 has had a major impact on how we need to do Personal Development and Training.

\*We're experiencing more client contact to our helpline than ever before- that's where our resources need to be.

\*Events that allow us to fundraise have been postponed, cancelled or limited.

\*Our amazing volunteers are humans living through the pandemic as well. Sometimes stepping back when they don't have capacity might be best for their wellbeing and the safety of the young people we serve.

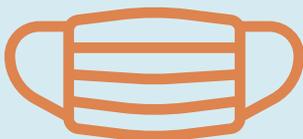
\*We're navigating each change as it comes, alongside the venues we use for PDP and Training.

\*The health, safety and wellbeing of our participants and volunteers is always at the heart of our processes. We have learned that in-person sessions create a safer learning space for this type of work than online.

For all these reasons (and more) we are so grateful for your patience and kindness in the lead up to the 2022 intake.

## 04 How to stay safe

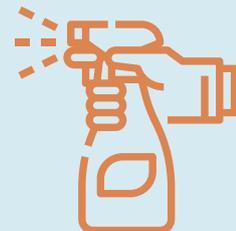
**WEAR A MASK**



**WASH YOUR HANDS REGULARLY**



**CLEAN ANY SPACE YOU HAVE USED**



**SCAN IN USING THE COVID TRACER APP**



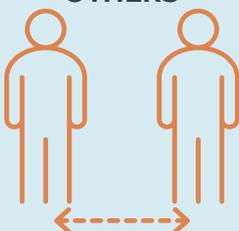
**YOU WILL BE ASKED TO PROVIDE PROOF OF VACCINATION STATUS**



**STAY HOME IF YOU ARE SICK OR ARE REQUIRED TO ISOLATE**



**KEEP A SAFE DISTANCE FROM OTHERS**



This is a requirement by the venues we use for the interviews, sessions and camp weekend. Unfortunately, due to limited numbers we can only offer spots to those able to attend all PDP dates (including camp)

Please follow government guidelines if you are required to isolate. For up to date info visit [covid19.govt.nz/](https://covid19.govt.nz/)

# Timeline & Key Dates for Personal Development Process



We will only be running one group in 2022. Either a Monday/ Wednesday Stream OR a Tuesday/ Thursday Stream- which one we offer will depend on facilitator availability. This will be communicated to applicants as soon as facilitators are confirmed.  
Details for Camp weekend will be provided to individuals accepted into the Personal Development Process.

# Timeline & Key Dates for Formal Training



**TRAINING DAY 1:**  
Saturday 11 June 10am-4pm

**TRAINING DAY 2:**  
Saturday 18 June 10am-4pm

**TRAINING DAY 3:**  
Saturday 2 July 10am-4pm

**TRAINING DAY 4:**  
Saturday 9 July 10am-4pm

**ONE-ON-ONE PRACTISE SCENARIO:**  
Tuesday 12 July 6pm-9pm

**TRAINING DAY 5:**  
Saturday 16 July 10am-4pm

**TRAINING DAY 6:**  
Saturday 23 July 10am-4pm

**TRAINING DAY 7:**  
Saturday 30 July 10am-4pm

**TRAINING DAY 8:**  
Saturday 6 Aug 10am-4pm

**TRAINING DAY 9:**  
Saturday 13 Aug 10am-4pm

**TRAINING DAY 10:**  
Saturday 20 Aug 10am-4pm

**ONE-ON-ONE ASSESSMENT SCENARIO:**  
Tuesday 23 Aug 6pm-9pm

**CLOSING EVENING:**  
Saturday 27 Aug 6 pm

**SOME TRAINING TOPICS COVERED:**  
 Alcohol & Other Drugs  
 Consent  
 Disabilities  
 Ethnic Communities & Diversity  
 Family & Intimate Partner Violence  
 Healthy Relationships  
 Mental Health  
 Mana Taiohi  
 Managing Crisis  
 Non-Suicidal Self- Injury  
 Online Harm  
 Rainbow Identity  
 Self-Care & Resilience



We ask that you arrive to each session 15 minutes early in order to allow time to catch up with peers and settle in, ready to start at the specified time. Since the topics discussed in training are of a sensitive nature, we ask that you maintain open, honest communication with your training facilitators to keep the learning environment safe.

# What we're looking for in a Helpline Counsellor



## HAS EFFECTIVE SELF-CARE STRATEGIES IN PLACE

Knows which self-care strategies they need in various circumstances. Understands the importance of self-care when providing support to others.



## DEMONSTRATES EXCELLENT LISTENING SKILLS

Understands how to "hold space" for someone. Demonstrates understanding of our listening role. Shows empathy.



## DEMONSTRATES ABILITY TO OPENLY SHARE AND SHOW VULNERABILITY

Able to share about their own experiences, feelings and triggers. Shows strong self-awareness and communication.



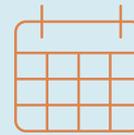
## DEMONSTRATES A NON-JUDGEMENTAL, STRENGTHS-BASED APPROACH

Has the ability to suspend judgement and be open to differing perspectives.



## HAS DEVELOPED A RELIABLE SUPPORT NETWORK

Knows who they can turn to when times are difficult, or when they just need a bit of extra support.



## HAS CAPACITY TO MEET THE COMMITMENT

Can commit to remaining with Youthline for about 2 years after training. Has the time and space to consistently attend shifts, fortnightly supervision and meet targets each quarter.

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## Cost

Personal Development Process- Helps offset a small portion of the camp costs and materials used throughout	<b>\$ 100-125</b>
Formal Training- Helps offset a portion of guest speaker costs and materials used throughout	<b>\$ 75</b>
Key Bond- To receive premises keys as a Solo Counsellor. The bond is returned when the keys are returned (e.g. when on extended leave or upon resignation).	<b>\$ 40</b>

### TERMS OF PAYMENT

Personal Development payments are requested one week before Camp weekend. There is a waged and non-waged rate, please speak with your facilitators for details. Formal Training payments are requested at the beginning of Formal Training. The Key Bond is required before your Solo Counsellor Centre Orientation with the Centre Manager. We may be able to arrange payment in installments, if needed. Please contact us for details.



# Frequently Asked Questions

## Do I have to attend all 3 interview options?

Nope.

Just chose the one that best fits your schedule. Interviews are usually about 2 hours long.

## If I can't attend any of the interview options, can I be interviewed at a different time?

Unfortunately, we are unable to offer alternatives to the set interview times, dates and locations.

Our interviews are a bit of a taster for what the Personal Development Process is like. They are done in groups so that the facilitators can get a feel for how participants might interact as a group.

## What if I can't attend one of the Personal Development dates listed? What if I am unable to sleep over for the Camp Weekend? What if I have to leave early/arrive late on one of the days?

Since we have a very limited number of spaces, we are only able to offer those spaces to people who can fully attend all sessions.

We've noticed that the intimate group dynamic really changes when someone is absent even just once. The change in group dynamic is probably because many of our personal development activities require some level of vulnerability and trust shared among all participants. Additionally, we need to pack each session with so many important development activities- missing one session, leaving early, or arriving late means missing A LOT. We value your open communication if you foresee any scheduling conflicts.



# Frequently Asked Questions

## What if I am sick, or required to isolate during PDP?

What a time to be alive, hey? If you are sick or needing to isolate during PDP, we ask that you really prioritise getting better and/or focus on your wellbeing while isolating. We know these things are often out of your control and can appreciate how disappointing it might feel. For the reasons mentioned in question 3, we will ask for you to end your PDP journey with us for the time being and perhaps re-join us next year. **For the health, safety and wellbeing of all our volunteer facilitators and participants, anyone arriving to sessions with COVID-19 symptoms will be asked to go home.** We appreciate your understanding and kindness as we also try to navigate these difficult times.

## How many spaces are you able to offer this year?

8 spaces.

This year, we only have the resources to offer up to 8 participants into the Personal Development Process. We would love to be able to offer more, however the impact of COVID means that we are limited in facilitation, funding resources, and can only support mentoring for a smaller intake.

## Why do I have to pay to attend PDP and Formal Training?

Youthline Wellington subsidises a large portion of the cost for the camp weekend accommodation, printed training resources, and guest speaker costs. We ask for you to help cover a small portion of the overall cost. We've done all that we can to make this as affordable and accessible for everyone, which is why your facilitators generously volunteer their time. If cost is a barrier for you, please chat with one of your facilitators to discuss some of the options we can offer.



# Frequently Asked Questions

If I don't get a spot this year, can I still apply next year?

Yes! Absolutely!

After the interviews, facilitators will reach out to you to let you know if they had any feedback to offer. We encourage you to consider their feedback and if you feel it's the right choice for you, apply next year. It's important to note that re-applying does not guarantee you will be automatically granted a spot in following years.

Alternatively, the Wellington region has a few different helplines (e.g. Samaritans) that might be in need of generous volunteers as well!

If I don't get a spot this year, can I still volunteer for Youthline some other way?

Possibly!

If we have any roles available in our operational space, and your interview facilitators feel like you could be a good fit, we might be able to offer you an interview for an operational role instead. Operational roles will also be subject to a satisfactory police check and an additional interview with the centre manager and one other key volunteer.

Other great ways to contribute would be to join us for our Street Appeal Day as a digital fundraiser or share our [give-a-little](#) link within your social networks!

I have a question that wasn't answered here, who can I ask?

Feel free to reach out to our Volunteer Coordinators:  
[volunteer.wgtn@youthline.co.nz](mailto:volunteer.wgtn@youthline.co.nz)