

**Re: Youthline Volunteer Information and Application Form**

Kia Ora!

Thank you again for expressing an interest in joining Youthline here in Christchurch. We are keen for you to join our community.

We have a training for helpline coming up in August 2019. You are welcome to read the information sheet below, and apply if it seems like this is for you.

Youthline is a professional service that requires a substantial commitment. To qualify you will need to:

* possess the personal qualities of respect, empathy, acceptance and warmth
* possess the ability to listen
* be able to relate with young people
* be mature enough in yourself (usually have left school)
* have no convictions for violence or dishonesty
* pay the $150 training bond (repayable after completing 30 shifts over 12 months, with at least 1 shift per month and 9 supervisions)
* commit to an obligation of one 3 hour shift every week
* commit to attending the whole training of each weekend
* commit to volunteering at Youthline for two years

**Proposed 2019 Training Dates** (training is usually 9:30am-3pm)

Saturday & Sunday August 24th & 25th

Saturday & Sunday August 31st & September 1st

Saturday & Sunday September 7th & 8th

*(no training on weekend of September 14th & 15th)*

Saturday & Sunday September 21st & 22nd

Please find enclosed an Application Form, and more information at the back.

Please be assured that all applications are treated as confidential and only members of our training and selection team will see them. If you wish to write more than space allows, please feel free to attach extra paper with question number clearly displayed.

**Selection Interview**

Selection involves a three step process including a written application screening, to shortlist applicants for an face interview, which selects people for our training. Applicants counselling skills are assessed at the end of training.

Once applications have been screened you will be called and informed if you were successful or unsuccessful in obtaining an interview.

The Youthline environment provides great opportunities for serving your community, personal development and meeting some amazing people.

The application process is a thorough one because we want to ensure the team we have working here can provide the best service possible to our callers/texters.

If you have read this information and decided not to apply, thank you for considering Youthline. We wish you all the best!

If you have any questions, please feel free to phone on (03) 3-794-794, 0204-879-782 or email me at manager@youthlinecsi.org.nz

Kind Regards,

Trystan Swain

Trystan Swain

Manager

Youthline Central South Island

p: (03) 379 4797

f: (03) 379 4791

e: manager@youthlinecsi.org.nz

w: [www.youthline.co.nz](http://www.youthline.co.nz)

Counselling line 0800 37 66 33

**Application Form** Youthline Central South Island

Important: Please email your completed application is returned to mentoring@youthlinecsi.org.nz

Or post to: Training Manager, Youthline, P.O. Box 7161, Sydenham, Christchurch.

Please feel free to attach additional paper if you do not have room for your answers here.

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| --- |
| Section 1: Demographic Information |
| Name: |
| Date of Birth: | Gender: Male / Female / Diverse (please circle) |
| Postal Address: |
| Email: |
| Home: | Cell: |
| Day Activity: |
| My goal, passions, and things I’m talented at: |
|  |
| How did you hear about Youthline? |
| Emergency Contact Person. (Name, Relationship to you, Phone number, email address) |
|  |
| Any dietary requirements? |
| Are you a NZ or Australian citizen or permanent resident? |

## Section 2: Motivation

|  |
| --- |
| 2.1 Why do you want to be a Youthline volunteer?  |
| 2.2 What do you think you would bring to our callers/texters and organisation? |

## Section 3: Education, Skills and Experience

|  |
| --- |
| * 1. What, if any, is your highest educational qualification?
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|  |
| --- |
| * 1. Describe any skills or experiences that you think may be relevant to this position:
	2. List your last 5 years of employment and education (in cronological order by year)
 |

## Section 4: Additional Background Information & Commitment

|  |
| --- |
| * 1. Do you consent to a police check? Yes / No
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| (Note: Youthline’s policy is not to accept volunteers with convictions for violence or dishonesty) |

|  |
| --- |
| * 1. Do you identify as having a disability or impairment? If yes, is there anything we can do to support you in your role?
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|  |
| --- |
| * 1. To train as a Youthline volunteer you must be available to attend the four training weekends. Are you able to attend all the sessions?
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| * 1. Youthline asks volunteers to complete three weekly shifts per month, as well as attending one one-hour supervision session per month. Do you see anything that would prevent you from fulfilling the shift and supervision requirements?
	2. Given the extensive investment in training from the Youthline organisation, Youthline is looking for volunteers who feel committed to staying within the organisation for at least 2 years. Are you able to meet this commitment?
 |

**Declaration of Criminal Convictions **

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

(Strike out the one that does not apply)

 a) No criminal convictions against me

 b) The following criminal convictions against me

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

 .......................................................................................................................................

 .......................................................................................................................................

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 charges pending against me

 ......................................................................................................................................

 ......................................................................................................................................

3. I, .........................................................................................., further declare that I will notify the Youthline Central South Island 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 Central South Island in any capacity.

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

correct.

Signed: ........................................................................................

Full name: .............................................................. Date: ......................................................

**Sighted and reviewed for Youthline CSI by:**

Name: .................................................................... Position: .................................................

Signed: .................................................................... Date: ..................................

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## Section 5: Key Skills

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| * 1. Give an example of a situation where you supported someone in crisis
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## Section 6: References

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| --- |
| * 1. We may wish to contact referees in association with your application. Please provide the names and details of two referees (who are not family members) for this purpose.
 |
| NAME: |
| PHONE: |
| RELATIONSHIP TO APPLICANT: |
|  |
| NAME: |
| PHONE: |
| RELATIONSHIP TO APPLICANT: |

DECLARATION OF HONESTY

To the best of my knowledge I believe that I have provided a true and accurate account on all of the questions I have answered.

|  |
| --- |
| Signed: |

Thank you for taking the time to fill out this form.

We look forward to receiving your application!

- The Youthline Central South Island Team ☺







Youthline is a youth development organisation focused in Christchurch on providing telephone and text support, youth development programmes as well as information and referral services, assisting young people to reach their potential.

# Vision

A world where young people are empowered.

# Mission

Provide adaptive leadership to enable the support and development of young people, building confidence and providing tools for a self-fulfilling life.

# Values

Whanaungatanga (kinship, connections and belonging), Manaakitanga (hospitality), Integrity, Open-mindedness, Humility and Being Real.

# History

Youthline was first established here in Christchurch in 1970, when it was noticed that young people were not accessing other available support services. It was aimed at young people, to be youth-friendly and to provide youth relevant information.

In July 1998 we became a registered Charitable Trust under the name ‘Youthline Central South Island’, to better reflect the geographic area we serve, and we are now registered as a charitable entity under the New Zealand Charities Commission.

We primarily work with young people in the region of Canterbury and environs, north to Kaikoura and south to Timaru.

# Service Provision

Youthline is committed to being where young people are at and now provides a range of ways young people can access services, including telephone, text, email, web information and referral services. A recent Youthline survey amongst High School students showed that many young people would not access support due to embarrassment, not wanting to make a fuss, and fear of confidentiality being breached. Our services overcome many of these obstacles, allowing young people to feel in control of their communication.

In 1970, the telephone was how young people communicated. We recognise that young people today are at the cutting edge of technology and so we ensure our services are available through mediums they choose to use in communication.

# Text, email and web chat

For today’s young people, texting is one of the most relevant forms of communication. Early 2008 saw the launch of Youthline's free text service and have surpassed all predictions and expectations. Youthline nationally receives over 14,000 texts per month.

Youthline's text service is now the leading SMS counselling service among youth helplines across the world. The service was initially designed as a doorway to connect young people to the telephone helpline. It soon became apparent that young people preferred to continue texting rather than calling.

Youthline has now introduced a webchat service called Go Chat. This provides a messaging conversation through our website.



# 24/7 service

Following a review of helplines and a growing demand for its services, Youthline recognised the need to operate 24 hours a day seven days a week. 2006 saw the completion of the 24/7 project, acknowledging that young people reaching out need to access support ‘now’, whatever the time or day.

# Nationally linked service

**Here in Christchurch, we primarily serve young people from the Central South Island region, including Canterbury and environs and the West Coast.**

**As a nationally linked organisation however, when we cannot answer calls coming from our region, other centres pick up the overflow. Likewise, we take calls from other regions of New Zealand.**

The National online roster system means counsellors across the country can sign up for phone and text shifts online, allowing them to see and fill gaps in coverage across the country, thereby helping fulfil our commitment to being available 24/7.

# Supporting and working with those who also support young people

At Youthline we value the impact parents, caregivers and families have on the lives of the young people in their care. Youthline receives calls from these people when they are concerned about a young person and we work with them to help improve their relationships and help them to support their young person through whatever issues may be going on. We have a special email support service for parents (parentalk@youthline.co.nz).

We also support youth workers, school counsellors, teachers, social workers and anyone who is working with young people and often get calls from these people to provide relevant referrals, help them in their professional decision making.

# Training

A key part of what we provide is a professional, thorough and well respected training programme for all our counsellors. Each counsellor is required to participate in our initial training programme which covers basic counselling principles and skills and gives participants a very practical approach to counselling. We run two training intakes per year.

Following initial training, counsellors are mentored until they can to take calls themselves. We provide occasional ongoing training and professional development opportunities. Many counsellors use their time with us to confirm their interest in, and build a future career in, counselling, youth work, social work, psychology and other community services.

# Supervision

All Youthline staff are required to attend supervision once per month, in either a group or one-on-one setting. As well as being something we recognise as imperative to providing a safe service, it is a requirement under our CYFS and other funders status’.

External supervisors, with appropriate qualifications and relevant experience in youth work, psychology, social work or counselling, provide this supervision. This means assurance of a very high level of service and a professional relationship between us as an organisation and the supervisor.

# Working with other organisations

Youthline Central South Island is either a member of, or has a working relationship with, many youth and other community organisations, and believe there is huge value in working collaboratively to collectively support the region's young people.

# What have people said about their involvement at Youthline?

*"Youthline is an invaluable personal and professional learning experience. I have developed heaps of counselling skills, but more importantly have grown personally through working on the phones and contact with other awesome Youthliners"*

*"What a privilege it is to be there when someone confides in you, and what a joy to know you've helped"*

*"Make friends for life, develop skills that employers look for, learn so much about other people"*

*"It's a great feeling knowing that you are helping others. My work as a counsellor and trainer at Youthline has added more to my life than I could ever have imagined"*

*"I got a lot more out of training than just the information I needed to take a call. I made some great friends and I now feel like I am doing something for a fantastic organisation and cause. Being a psychology student, this has given me a great taster into what is to come. I now know that working with people is the career path I want to take and this can be credited to my time at Youthline"*

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### Helpline Counsellor Job Description

**Title:** Helpline Counsellor

**Location:** Youthline Central South Island (CSI) Office, Central Christchurch

**Reporting to:** Centre Manager

**Purpose:** To work as a helpline counsellor to support young people and build their strengths.

*This is a voluntary position*

Key Responsibilities/ Tasks & Result Areas

* Staffing the helpline, providing peer support, listening, youth development, and referral services to young people by text, phone, email and webchat
* Participate in Youthline as an organisation
* Adhering to the Youthline CSI Code of Practice, vision, mission, values and the Youthline National Code of Ethics
* Maintaining the utmost confidentiality about other people in your activities with Youthline

Time Commitment

* Remaining in the organisation for at least 2 years from the initial training
* Undertaking 3 helpline shifts per month (three hours each), with one monthly shift outside the popular 5:30 to 8:30 timeslot
* Attending monthly group supervision
* Attending Youthline CSI trainings and meetings as required

Personal Qualities

* possess the personal qualities of respect, empathy, acceptance and warmth
* possess the ability to listen
* be able to relate with young people
* be mature enough in yourself (usually have left school)
* have no convictions for violence or dishonesty