

YOUTHLINE WELLINGTON

**VOLUNTEER
APPLICATION
INFO-PACK**

TRAINING INFORMATION

2024

VOLUNTEER PROFILE

Youthline Wellington is a “with youth, for youth” organisation that supports young people throughout Aotearoa New Zealand. As part of our work, we offer a free Helpline service and Youth Development Programmes, and we are always looking for passionate people to join our team.

At Youthline Wellington, we believe that everyone has valuable skills and experiences to offer, and we appreciate having a diverse volunteer profile. Our volunteers come from all walks of life and are of all ages.

While recognising the unique strengths of each individual, here are some of the attributes and skills that we value in potential Volunteers:

- Over 18 years old (at least 17 years old at the start of training)
- Able to commit to the role for at least one year from the end of Youthline’s training programme.
- Empathetic and non-judgmental
- Good listening skills
- Effective at communicating
- Committed to Youthline’s mission and vision
- Eager to learn and grow within the Youthline Wellington team

THE BENEFITS

We value our volunteers as an integral part of our whānau, and we are committed to providing a supportive environment for volunteers. We are also mindful of volunteers' individual motivations in choosing to be a part of Youthline Wellington.

By volunteering , you can expect the following from us:

- Full training, with engaging and in-depth sessions
- Personal references for future career or education opportunities
- Volunteer support through dedicated Supervisors
- Flexibility with volunteering target
- Supportive community and fulfilling relationships within Youthline Wellington
- Role progression opportunities
- Personal growth and self-fulfilment through helping others
- Development of skills valuable in all careers and aspects of life, such as active listening, empathy, communication, problem-solving, and crisis intervention
- Increased mental health awareness

THE TRAINING PROCESS

The training process for our volunteers is divided into two main stages. This starts with the (1) Personal Development Program (PDP), proceeding to the (2) Formal Training after 8 weeks. You will then have the opportunity to go into the Helpline, Youth Development or Operations.

Interviews (February):

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

- Feb 12 (Monday) 6.00 - 8.00 pm
- Feb 13 (Tuesday) 6.00 - 8.00 pm
- Feb 16 (Friday) 6.00 - 8.00 pm
- Feb 17 (Saturday) 10.30 - 3.00 pm (Approx 2 hour sessions)

Personal Development Programme (March-April):

- 1 fixed Saturday session from 11am to 4pm
- Evening sessions: 5 weekday sessions from 6pm to 9pm over 2 weeks
- Camp weekend: An intensive group training from Friday evening to Sunday evening
- Closing evening sessions for each stream

1 Day

4 Weeks



PDP

The **Personal Development Programme (PDP)** is a highly engaging course, designed to assess and develop participant readiness for the formal training stage, and eventual participation in the helpline or youth development.

This programme spans **approximately 4 weeks**, with 2 evening sessions per week, culminating in an **introspective camp weekend**.

PDP involves you with a group of other participants in various exercises, role-plays and discussions, allowing exploration and expression of your skills as a potential volunteer in a **safe learning environment**. You will have an opportunity to examine your needs and understand how these affect your role in a supportive relationship. **You'll need to participate, and the focus is on fun.**

You'll also have the opportunity to reflect on your personal needs and how they can impact your role as a volunteer.

After the programme, you may have the opportunity to volunteer with us **operationally** or to proceed into formal training in either **Youth Development** or **the Helpline**.

PDP TIMETABLE

INTERVIEW TIMES:

(ONLY CHOOSE ONE!)

INTERVIEW DAY OPTION 1:

MONDAY 12 FEB,
6PM TO 8PM

INTERVIEW DAY OPTION 2:

TUESDAY 13 FEB,
6PM TO 8PM

INTERVIEW DAY OPTION 3:

FRIDAY 16 FEB,
6PM TO 8PM

INTERVIEW DAY OPTION 4:

SATURDAY 17 FEB,
10.30AM TO 3PM

DAY 1 OF PDP (BOTH STREAMS).

SATURDAY 16 MARCH, 11AM TO 4PM

STREAM 1 (MON/WED)

SESSION 1:

MONDAY 18 MARCH,
6PM TO 10PM

SESSION 2:

WEDNESDAY 20 MARCH,
6PM TO 10PM

SESSION 3:

MONDAY 25 MARCH,
6PM TO 10PM

SESSION 4:

WEDNESDAY 27 MARCH,
6PM TO 10PM

SESSION 5:

WEDNESDAY 3 APRIL,
6PM TO 10PM

STREAM 2 (TUES/THURS)

SESSION 1:

TUESDAY 19 MARCH,
6PM TO 10PM

SESSION 2:

THURSDAY 21 MARCH,
6PM TO 10PM

SESSION 3:

TUESDAY 26 MARCH,
6PM TO 10PM

SESSION 4:

THURSDAY 28 MARCH,
6PM TO 10PM

SESSION 5:

TUESDAY 2 APRIL,
6PM TO 10PM

FRIDAY 5 APRIL

5.45PM START

CAMP WEEKEND:

TO

SUNDAY 7 APRIL

6PM DEPARTURE

CLOSING EVENING SESSION:

WEDNESDAY 10 APRIL,
6PM TO 10PM

CLOSING EVENING SESSION:

THURSDAY 11 APRIL,
6PM TO 10PM

HELPLINE

Volunteer Helpline Counsellors (HLC) play an essential role in making sure we can help the thousands of young people who contact us each year. Counsellors are responsible for answering phone calls, texts, webchat and emails from people of all ages who are seeking support, particularly young people or anyone who is supporting a young person.

10 Weeks

Formal Training (April-July):

- 9 scheduled Saturday training days from 10 am to 4 pm
- 2 one-on-one Tuesday practice scenarios from 6 pm to 9 pm
- 3 phone shifts from 6 pm to 9 pm
- 1 final day phone shift from 9 am to 5 pm

Individual Variation

Transition Period (Starting July/August):

- Helpline shifts supported by a Mentor Buddy
- 7.5 hours of training shifts per 3 months will be expected.

Individual Variation

Solo Counselling:

- Solo Helpline shifts
- 15 hours per 3 months will be expected.

HLC TRAINING TIMETABLE

TRAINING DAY 1:

SATURDAY 20 APRIL,
10AM TO 4PM

TRAINING DAY 2:

SATURDAY 27 APRIL,
10AM TO 4PM

TRAINING DAY 3:

SATURDAY 4 MAY,
10AM TO 4PM

TRAINING DAY 4:

SATURDAY 11 MAY,
10AM TO 4PM

ONE ON ONE PRACTISE SCENARIO:

TUESDAY 14 MAY, 6PM TO 9PM

TRAINING DAY 5:

SATURDAY 18 MAY,
10AM TO 4PM

TRAINING DAY 6:

SATURDAY 25 MAY,
10AM TO 4PM

PHONE SHIFTS:

TUESDAY 28 MAY,
6PM TO 9PM

TRAINING DAY 7:

SATURDAY 1 JUNE,
10AM TO 4PM

PHONE SHIFTS:

TUESDAY 4 JUNE,
6PM TO 9PM

PHONE SHIFTS:

MONDAY 10 JUNE,
6PM TO 9PM

TRAINING DAY 8:

SATURDAY 15 JUNE,
9AM TO 4PM

PHONE SHIFTS:

MONDAY 17 JUNE,
6PM TO 9PM

PHONE SHIFTS:

SATURDAY 22 JUNE,
10AM TO 4PM

PHONE SHIFTS:

SATURDAY 6 JULY,
10AM TO 4PM

FINAL ONE ON ONE PRACTISE:

TUESDAY 9 JULY, 6PM TO 9PM

TRAINING DAY 9:

SATURDAY 13 JULY,
10AM TO 4PM

GRADUATION DINNER:

TUESDAY 16 JULY,
6PM TO 9PM

YOUTH DEVELOPMENT

Youth Development Volunteers are placed in our Youth Development Programme (YDP) in which they facilitate weekly sessions, deliver Level 3 Youth Work content and support the young people throughout their journeys in the programme.

Youthline Wellington also runs a Mental Health Peer Support Programme (MHPSP) which is a once-weekly, 5-week-long programme in schools which our volunteers can also facilitate.

7 Weeks

Formal Training (April to June):

- 7 scheduled Saturday training days from 10 am to 4 pm
- YDP Preparation Session

20 -28 Weeks

Youth Development Programme (May to November):

- Youth Development Volunteers will facilitate the Youth Development Programme and/or the MHPSP
- YDP runs weekly on Wednesdays from May 1st, for 20 to 28 weeks.

YDP TRAINING TIMETABLE

The next stage after PDP for Youth Development Volunteers would be the Formal Training which takes part over 7 weeks.

The training is designed to ensure participants are fully confident to take up the role of Youth Development Volunteers,

It involves weekly six-hour Saturday sessions.

TRAINING DAY 1:

SATURDAY 20 APRIL, 10AM TO 4PM

YOUTH DEVELOPMENT PROGRAMME PREPARATION:

MONDAY 29 APRIL, 5PM TO 7PM

TRAINING DAY 2:

SATURDAY 27 APRIL,
10AM TO 4PM

TRAINING DAY 3:

SATURDAY 04 MAY,
10AM TO 4PM

TRAINING DAY 4:

SATURDAY 11 MAY,
10AM TO 4PM

TRAINING DAY 5:

SATURDAY 18 MAY,
10AM TO 4PM

TRAINING DAY 6:

SATURDAY 25 MAY,
10AM TO 4PM

TRAINING DAY 7:

SATURDAY 1 JUNE,
10AM TO 4PM

CATCH-UP DAY:

SATURDAY 8 JUNE, 10AM TO 4PM

CONTRIBUTIONS

In our **commitment** to provide thorough support for new helpline volunteers in their **professional development**, we encounter **significant costs** pertaining to a variety of necessary resources, including training facilitators, administration, training facilities, as well as food and accommodation during the educational weekend retreat.

Youthline Wellington heavily subsidises the cost of training (e.g camp costs us approximately **\$600 per person**) so to help **maintain** the **high-level quality** of this training, we request a **formal contribution** from its volunteers to aid in the costs of guest speakers and associated training costs.

Personal Development Process - \$ 100-125

Helps offset a small portion of the camp costs and materials used throughout.

Formal Training (Helpline only) - \$ 75

Helps offset a portion of guest speaker costs and materials used throughout.

We acknowledge that there might be different circumstances towards meeting these costs. Alternative forms of payment or payment by instalments are available upon request.

Please get in contact with the Volunteer Coordinator for more details.

FAQ's

Do PDP participants receive a certificate even if they do not proceed to the formal training?

Yes, you get a certificate even if you do not proceed.

Can you volunteer if you have a disability/medical condition?

Yes. Our training facilities are accessible.

Do I have to attend all 4 interview options?

Nope. Just choose 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 of 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.

Is it possible to do any part of the training online?

We encourage in-person participation in our training.

FAQ's

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

Yes! After the interviews, facilitators will reach out to you to let you know if they have 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 the following years.

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

Absolutely! 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.

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

Feel free to reach out to our Volunteer Coordinator: volunteer.wgtn@youthline.co.nz