

Lifeline Shanghai (LLS) is a not-for-profit organisation, established in 2004 as an English speaking support helpline for foreigners living in Shanghai. Medical and mental health professionals recognised the need for a confidential, anonymous helpline to provide psychological support and information for expatriates in need.

Volunteering with LLS and training as a Helpline Assistant, is rewarding both personally and professionally as trainees build and develop new skills through our dynamic training programs.

## Essential Criteria for Helpline Assistants

- 21 years of age or older.
- English fluency.
- Minimum 6 months personal experience living as an expat to ensure empathy with callers.
- Minimum 6 months residence living in Shanghai.
- Willingness and ability to be non-judgmental; to be able to listen and offer emotional support.
- No recent major loss or current major emotional crisis (we suggest waiting for one year after a loss to care for yourself).
- Commit to volunteer 8 hours per month and to attend at least 3 Peer Support meetings per year.
- Basic computer skills required for record keeping and accessing database.
- Able to attend all sessions of the three day 800 RMB training course.

## The Process

Once an application form is received, our Intake Coordinator will arrange an interview for you with two senior LLS team members. This allows for discussion and questions by either side.

Not everyone is suited to become a Helpline Assistant and to ensure the highest quality of service for our callers we screen applicants carefully. We will notify you promptly on the status of your application.

## The Training Program

The mandatory three-day training is held on the Saturday and Sunday of one weekend, followed by the Saturday of the following weekend. During the week between the training days, a mandatory buddy shift is completed. This is a shift with an experienced volunteer. It is required that trainees attend ALL training classes. If you are unable to attend all classes, we ask that you wait until our next training program. They are normally held twice each year. The fee for the training is 800 RMB payable upon arrival on the first day of training.

## Training Program Topics

- An Introduction to Lifeline Shanghai
- Lifeline Shanghai Code of Ethics and Conduct
- Expatriate issues in Shanghai and how Lifeline can help
- Communication Skills
- Relationship Difficulties
- Mental Illness
- Callers in Crisis
- Suicide and violence
- Loss, Grief and Bereavement
- Addictions
- Dealing with difficult calls
- Orientation to being a Lifeline Volunteer
- Counseling Supervisor and supervision
- Peer Support and Outreach
- Self Care

## Acceptance as a Helpline Assistant

Upon completion of the course you will be given a Certificate of Training. However this does not mean you will automatically become a Lifeline Helpline Assistant.

The Lifeline Training Director and Trainers will assess each trainee by the following criteria:

- Completion of the full training program.
- Lifeline Shanghai Code of Conduct signed and received.
- Active participation throughout the 3 days training that demonstrates a reasonable understanding and knowledge of the material presented.
- Demonstration of the essential communication qualities and skills both in the training and during the buddy shift.
- Ability to cope with personal emotional problems that may potentially interfere with providing emotional support.
- Ability to remain calm, show clear thinking, respond appropriately and maintain a sense of balance while under pressure, particularly during a crisis situation.
- Restraint from imposing personal beliefs or opinions upon others.
- Demonstration of accurate risk assessment and de-escalation and/or intervention techniques.
- Ability to work in a team environment.
- English speaking and listening comprehension.

## Your Role as a Volunteer

Being a Lifeline Helpline Assistant you have a unique opportunity to make a significant contribution within the Shanghai expatriate community. Aside from answering the helpline, many other opportunities are available to become more involved with Lifeline Shanghai

- Community Outreach
- Peer Support
- Fund raising
- Technology support
- Contribute articles for print and electronic media
- Internal administration support

### Your level of involvement is up to you

Thank you for your interest in volunteering with Lifeline Shanghai.

#### Administrative Centre

Suite 325 Shanghai Centre  
1376 Nanjing Road West  
Shanghai 200040

[info@lifeline-shanghai.com](mailto:info@lifeline-shanghai.com)  
Admin (021) 6279 7943  
Helpline (021) 6279 8990

行政中心  
上海市静安区南京西路1376  
号上海商城325室。

Please download an application form at [www.lifeline-shanghai.com](http://www.lifeline-shanghai.com) and once complete email to [info@lifeline-shanghai.com](mailto:info@lifeline-shanghai.com).

**For Helpline Assistance please call (021) 6279 8990**  
Between 10am and 10pm Monday to Sunday