



## **Lifeline Volunteer: Applicant Information**

Lifeline Shanghai (LLS) was established in 2004 as a non-profit, 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.

After 15-years of operation our service is available across China, serving all members of the community who can communicate in English, both verbally for our phone service and written for our Live Chat service.

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 both spoken and written.
- Minimum 6 months personal experience living in a foreign culture.
- Minimum 6 months living in China.
- Willingness and ability to be non-judgmental; to be able to listen and offer emotional support and convey empathy.
- No recent major loss or current major emotional crisis. *(we suggest waiting for at least after any loss or major emotional crisis to take care of yourself)*
- Commit to volunteer a minimum 8-hours per month and attend at least 4 Continuing Education sessions per year.
- Basis computer skills required for record keeping and accessing database information.
- Ability to attend ALL sessions of the 3-day training course and meet the RMB800 cost.



## **The Application Process**


Once you have submitted your volunteering application to our Intake Coordinator for review, a decision will be made regarding acceptance to our limited training vacancies. Should all criteria be met our Intake Coordinator will communicate with you and arrange an interview, at your convenience. This interview process will be attended by two senior Lifeline team members and allows discussion and questions to be addressed by both parties. To ensure the quality of our service we screen applicants carefully, we acknowledge that becoming a Helpline Assistant is not suitable for everybody. After the interview process our Intake Coordinator will communicate with all applicants and advise them of the outcome of the interview process.


## **The Training Program**

The mandatory 3-day training is held on a Saturday and Sunday of one weekend, followed by another Saturday two weeks later. During the weeks in between training days a mandatory induction shift is to be completed. This is an introduction shift with an experienced volunteer (4-hours). We may also require you to complete further training online during the period of physically attending ALL training classes.

If by any circumstance applicants are unable to attend ALL classes, we ask that you wait until our next training program and commit to 3 full days of participation in our training classes.

## **Training Program Topics**

- An introduction to Lifeline
  - Lifeline Code of Conduct and Ethics
  - Cultural transitions 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
  - Continuing Education
  - Introduction Outreach
  - Selfcare
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Upon completion of our training program all participants will be issued with a Certificate of Training. This certification does not automatically enable you to become a Lifeline Helpline Assistant but acknowledges that applicants have participated and completed our 3-day Training Course.

## **Lifeline Training Team Assessments**

During the training period the Lifeline Training Team will be assessing each trainee to ensure they meet the standards required to move into a Helpline Assistant role.

Assessments will be made of the following criteria.


- Completion of the full train program.
- Lifeline Code of Conduct understood and accepted and signed.
- Active participation throughout the 3-days training that demonstrates a reasonable understanding and knowledge of the material presented.
- All required online training's been completed.
- Demonstration of the essential communication qualities and skills both in the training and during the induction shift.
- 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 on 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.
- An open-mindedness and non-judgemental attitude.

## **Steps to becoming an active Helpline Assistant**

If you are invited to become a Helpline Assistant, the first 3-months of your service you will be considered as a Trainee. A Buddy Mentor will be assigned to each individual trainee, this mentor will work with you and support you during this 3-month period.

This 3-month probation period allows for both Lifeline and the volunteer to consider if becoming a Helpline Assistant is the right volunteering opportunity.

By becoming an active Helpline Assistant you will have a unique opportunity to make a significant contribution within the English speaking community cross China.





## Opportunities

While the primary focus of Lifeline is to offer support to the English speaking population of China through both our phone and live chat services. Opportunities to become further involved in the Lifeline organisation are encouraged.

Support from our team members is often required in.

- Community Outreach
- Continuing Education
- Fundraising
- Corporate Sponsorship
- Technology support
- Marketing / Print and Social Media support.
- Project Support.

Thank you for your interest in volunteering for Lifeline.

Volunteer Application forms can be found on our site:  
**[www.lifeline-shanghai.com](http://www.lifeline-shanghai.com)**, under the Volunteer Tab.

These application forms can be submitted online.  
If at anytime you need additional information regarding volunteering at Lifeline please contact our Intake Coordinator at **[info@lifeline-shanghai.com](mailto:info@lifeline-shanghai.com)**

For Helpline Assistance please call **400 821-1215** between 10am and 10pm of access our Live Chat from our website during this hours.

