



## **LIFELINE SHANGHAI** **VOLUNTEER INFORMATION KIT**

- \* REQUIREMENTS
- \* GUIDELINES
- \* TRAINING
- \* APPLICATION

### **VISION**

an international non-profit organization empowered to support itself and other members of the community

### **MISSION**

to foster well-being and resilience among Shanghai's international community

## **Lifeline Shanghai Volunteer Information**

**Lifeline Shanghai** has been established as a support helpline for ex-pats and the English-speaking community living in Shanghai.

Volunteering for **Lifeline Shanghai** can be a stimulating, rewarding experience.

Following is information to explain the process of becoming a **Lifeline Shanghai** volunteer.

### **I. Qualifications for telephone volunteer applicants:**

- 21 years of age or older
- Fluency in English sufficient to clearly carry out a telephone counseling call
- At least six months personal experience as an ex-pat to better ensure empathy with ex-pat callers, six months minimum residence within Shanghai
- Willingness and ability to be non-judgmental, to listen, and to offer emotional support when needed
- No recent major loss or current major emotional crisis (we suggest waiting for one year after a loss to care for yourself)
- Willingness, ability, and commitment to volunteer 8 hours per month to fulfill the two shifts per month requirement for a minimum period of eight months and to attend at least two peer support meetings per year
- Basic computer skills for call record keeping and database access
- Ability to attend all sessions of the three-day training program

### **II. Applicant Interview**

**Lifeline Shanghai** staff will arrange an interview for you to review your application and discuss other questions and concerns either of you may have.

To deliver the highest quality of service possible to our callers, we will screen applicants carefully.

Not everyone is suited to become a telephone volunteer, as basic communication skills and attitudes are necessary to ensure relative uniformity and consistency among all **Lifeline Shanghai** telephone volunteers.

### **III. New Volunteer Training**

The mandatory three day training is held on the Saturday and Sunday of one weekend, followed by the Saturday of the following weekend.

It is required that trainees attend all classes. If you are unable to attend one day of the training, it is suggested that you wait until the next training session.

New Volunteer Training is usually held twice each year, or due to demand. The fee for the training is RMB800 and is paid upon arrival on the first day of training.

#### **New Volunteer Training Classes**

- An Introduction to Lifeline Shanghai
- Lifeline Shanghai Code of Ethics
- Ex-pat Issues in Shanghai
- Communication Skills
- Relationship Difficulties
- Mental Illness
- Crisis Management
- Suicide and Violence Prevention and Intervention
- Loss, Grief, and Bereavement
- Addictions
- Dealing with Difficult Calls
- Orientation to the Role of a Lifeline Shanghai volunteer
- Peer Support and Supervision
- YouthLink and other volunteering opportunities
- Self-Care
- Introduction to Administration and Buddy Shift

## IV. Acceptance as a Lifeline Volunteer

Upon completion of the training, you will be given a certificate of training completion. However, this does not mean that you will automatically become a **Lifeline Shanghai** telephone volunteer.

**Lifeline Shanghai** managers and trainers will also use the following in determining the final selection of volunteers:

- Completion of the full training program
- Signed agreement of the Code of Ethics
- Active participation in the training that indicates a reasonable understanding of the knowledge presented
- Demonstration of essential communication qualities and skills (warmth, empathy, dedication, respect, active listening, etc.) both in the training class and during the buddy shift
- Ability to cope with own/personal emotional problems that could 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 proper de-escalation and/or intervention techniques
- Ability to work in a team environment
- English speaking and listening comprehension

## V. Your Community Role as a Lifeline Volunteer

**Lifeline Shanghai** is a volunteer service organization with a focus on helping expats and the English-speaking community with their issues while living in China.

Being a volunteer offers and opportunity for involvement with your community on a very personal basis. Aside from working on the telephone, other opportunities to become involved with Lifeline are as follows:

- Community Outreach
- Fundraising
- YouthLink: Schools and Youth Program
- Technology Support
- Contributions through electronic and print media
- Internal administrative support
- Peer group support

**Lifeline Shanghai** appreciates your interest in the organization and hopes that you will reach out to help.

Please download an [application form](#) from the website.

Once completed, these forms can be mailed to [info@lifelineshanghai.com](mailto:info@lifelineshanghai.com).