

# Lifeline Volunteer Information

Lifeline China is a not-for-profit organization, established in 2004 as an English-speaking support helpline for foreigners living in Shanghai. Medical and mental health professionals recognized the need for a confidential, anonymous helpline to provide psychological support and information for expats and China's English speaking community.

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

## Essential Criteria for Helpline Assistants

- 23 years of age or older
- English fluency (both oral and written), with a deeply established vocabulary, advanced enough to establish suicide ideation and other complex caller situations.
- Minimum 6 months personal experience living in a foreign culture 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 attend at least 4 continuing education meetings per year.
- Basic computer skills required for record keeping and accessing the database
- Able to attend all sessions of the 3-4 day 800 RMB training course

## The Process

Your application form will be studied carefully. If your profile seems to be a good fit with Lifeline, our Recruitment Manager will invite you for a formal interview with two senior Lifeline team members. This allows for discussion and questions by either side. Not everyone is suited to become a Helpline Assistant. To ensure the highest quality of service for our callers, we screen applicants carefully.

If you pass the interview we will invite you into our training program. We will keep you informed of the status of your application.

## The Training Program

The mandatory 3-4 day training is held across two weekends. During this time, 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 China
- Lifeline China Code of Ethics and Conduct
- Feeling lost in a foreign culture and how Lifeline can help
- Communication Skills
- Relationship Difficulties
- Mental Illness
- Callers in Crisis
- Suicide and violence
- Loss, Grief and Bereavement
- Sexual Assault and Trauma
- Dealing with difficult calls
- Orientation to being a Lifeline Volunteer
- Counseling Supervisor and supervision
- Continuous Education 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. For the first 6 months, a mentor will be assigned to you to guide you and monitor your progress.

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

- Completion of the full training program.
- Ensuring each trainee possesses a minimum IELTS band of 7.5.
- Lifeline Shanghai Code of Conduct signed and received.
- Active participation throughout the 3-4 days of training and 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, listening, and writing comprehension.

## Your Role as a Volunteer

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

- Community Outreach
- Continuous Education
- Peer Support
- Fund Raising
- Technology & Data 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 China.

**Contact:** [recruitment@lifelinechina.org](mailto:recruitment@lifelinechina.org)

**Website:** [www.lifelinechina.org](http://www.lifelinechina.org)

**Official WeChat ID:** LifelineConnect

Once you have read this thoroughly, please access our application at [www.lifelinechina.org/application](http://www.lifelinechina.org/application), and our Recruitment Manager will review your application. Once reviewed, and approved for an interview, we will get in touch with you.

**For Helpline Assistance please call 400 821 1215**

Between 10am and 10pm Monday to Sunday