



RECOVERY CRISIS LINE

REQUIREMENTS AND RESPONSIBILITIES FOR VOLUNTEERS

What do volunteers for the Recovery Crisis Line do?

Recovery Crisis Line volunteers provide supportive crisis counseling via the telephone to individuals who are struggling with substance use or issues related to substance use. Volunteers are trained to be active, non-judgmental listeners who allow the caller to express and sort through his or her thoughts and feelings in confidence. Although the volunteer may offer options and provide information during the problem solving stage of this process, the goal in most cases is to assist the caller in developing his or her own solutions. Examples of presenting problems include depression, feeling of loneliness, family conflicts, assistance with basic needs referrals, and providing a way for callers to more easily access various substance use treatment resources via the Recovery Resource Center.

Must I have any special training or experience in order to apply?

To some degree. Recovery Crisis Line volunteers can fall into two categories: those who have at least 2 years of verifiable recovery and those who have family that struggle with substance use issues. Also, while we do have some professional counselors and therapists do that volunteer their time at the Recovery Resource Center, most volunteers are not professional helpers. In fact, a strong distinction exists between the type of work done by volunteer counselors and that of professionals.

What are the requirements that I must meet before making an application?

You must be a high school graduate at least 18 years old with a genuine interest in helping others. You must not be currently receiving services provided by any Crisis Center program. Mental health consumers must be emotionally ready to assist others and be no less than a year past their own crisis experience.

What's involved in the screening process?

You will be asked to complete an oral and/or written exercise and be interviewed by professional staff member(s). The entire process

takes about an hour. Some of the qualities screened for include emotional maturity, dependability, stability, absence of harsh or judgmental attitudes, and personal insight. Information on your application will be verified by a background check. All of the information you give us is held confidential.

What happens if I am selected to volunteer?

Once accepted, volunteers will receive approximately 30 hours of training which includes lecture sessions and practical experience obtained with volunteer trainers. Evaluation of your progress is ongoing throughout the entire training period. Volunteer trainees sit in on shifts with their trainers and participate in role plays to address problem situations which callers may present.

What's expected of me once I finish training?

Because the Recovery Resource Center makes a considerable investment in training our volunteers, a minimum commitment of one year's service from the date of graduation is asked from each volunteer in return. Crisis and Suicide Line volunteers are asked to work a shift in the phone room every other week. Shifts are scheduled to meet individual needs and preferences. Shifts are available from 7:30am until 11:30pm seven days a week. Shifts typically last four to six hours (7:30am-12pm, 12pm-4pm, 2pm-6pm, or 6pm-11:30pm). Volunteers are expected to hold all information about calls in the strictest confidence.

