

**HELPLINE SPECIALIST TRAINING SCHEDULE**

91st Training Class – SPRING 2018

WEEKEND Class (Fri 6-8:30 & Sat 10-3:30)

*(class time as listed unless noted otherwise on schedule)*

**Registration Deadline (FIRM) - Application & Training Fee**

**FRI - APRIL 6, 2018**

LUNCH ON SITE: Bring your own brown bag lunch.

Scheduling restraints do not allow time off premises to buy or have lunch.

**Please note: Our facility is not handicapped accessible. If you have questions/concerns, call 856-234-5484 x200.**

**Training Goals:**

Support those who seek our help by respecting his/her values, establishing connection through an empathetic, non-judgmental attitude, focusing on emotional content and exploring possible options and available resources.

Training emphasizes active listening, crisis skills, self-awareness, protocols and has computer components. Volunteer must be able to demonstrate basic active listening skills to become a CONTACT Helpline Specialist. Successful completion of training and final review process is required for acceptance to Helplines.

DATE	TIME	SESSION
WED – APR 11	6–8 PM (2 hrs)	Orientation/Interview ( <i>manuals</i> )
FRI – APR 13	6–8:30 PM	Values Clarification
SAT – APR 14	10 AM–12:30 PM	Preparing to Listen
	1–3:30 PM	Community Resources
<i>Apr 19 – May 12 (three 4-hr shifts)</i>	<i>Phone Room Apprenticeship/Supervision See Sec 1 of Training Manual</i>	
FRI – APR 27	6–8:30 PM	Crisis/Suicide
SAT – APR 28	10 AM–12:30 PM	Depression, Loss and Mental Illness
	1– 3:30 PM	Addictive/Compulsive Behavior Chronic/Difficult Callers
FRI – MAY 4	6–8:30 PM	Protocols and Procedures
SAT – MAY 5	10 AM– 12:30 PM	Abusive Situations
	1– 3:30 PM	Skill Wrap-up
WED – MAY 16	Evening by Appt (2 hrs)	Final Review (Interview with MHP)
OCT 6, 2018	9-11 AM Brunch	Commissioning Ceremony <i>(family and friends welcome)</i>

*Please Note: An optional Skill Building Session may be offered.*

**IMPORTANT**

**Due to the preparation necessary to volunteer on CONTACT's Helplines, it is required that volunteers be on time and present for each session in its entirety. Thank you for your cooperation!**