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CRISIS HELPLINE SPECIALIST TRAINING SCHEDULE

91st Training Class – Summer Session 2018

(Class time as listed unless noted otherwise. Schedule is subject to change.)

Registration Deadline (FIRM) – Application & Training Fee FRI - JULY 6, 2018

LUNCH ON SITE: Bring your own brown bag lunch.

Scheduling restraints do not allow time to go 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 therapeutic 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 Crisis Helpline Specialist. Successful completion of training and the final review process is required for acceptance to Helplines. National certification as Crisis Helpline Specialist is obtainable upon meeting eligibility requirements.

DATE	TIME	DESCRIPTION
TUE – JULY 10	1 PM – 3:30 PM	Orientation/Interview <i>(manuals distributed)</i>
MON JUL 23	10 AM – 12:30 PM	Values Clarification
	1 PM – 3:30 PM	Preparing to Listen
TUE JUL 24	10 AM – 12:30 PM	Crisis /Suicide
	1 PM – 3:30 PM	Community Resources
WED JUL 25	10 AM – 12:30 PM	Protocols and Procedures
	1 PM – 3:30 PM	Skill Building
THU JUL 26	10 AM – 12:30 PM	Depression, Loss and Mental Illness
	1 PM – 3:30 PM	Addictive/Compulsive Behavior Chronic/Difficult Callers
FRI JUL 27	10 AM – 12:30 PM	Violence/Abusive Situations
	1 PM – 3:30 PM	Skill Building <i>(optional computer training)</i>
<i>Jul 28 – Aug 19 (three 4-hr shifts)</i>	<i>Phone Room Apprenticeship/Supervision (See Sec 1 of Training Manual for details)</i>	
MON – AUG 20	10 AM – Noon (2 hrs)	Skill Wrap-up
WED – AUG 22	Evening by Appt (2 hrs)	Individual Assessment (MHP)
SAT – OCT 6	9:30 AM	Commissioning/Volunteer Recognition (family/friends welcome)

IMPORTANT NOTE

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

06/14/18