

HELPLINE SPECIALIST TRAINING SCHEDULE

94th Training Class – FALL 2019

WEEKDAY CLASS

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

Registration Deadline (Application & Training Fee):

FRI – OCT 4, 2019

Mondays - LUNCH ON SITE: Bring your 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 – OCT 09 | 12:30–3:00 PM | Orientation/Interview (<i>manuals</i>) |
| WED – OCT 16 | 12:30–3:00 PM | Values Clarification |
| MON – OCT 21 | 10 AM–12:30 PM | Preparing to Listen |
| | 1–3:30 PM | Community Resources |
| Oct 22 – Nov 12 (three 4-hr shifts) | <i>Phone Room Apprenticeship – See Training Manual Sec 1 for details (one 4-hr shift per week over three week period)</i> | |
| WED – OCT 23 | 12:30–3:00 PM | Crisis Intervention/Suicide |
| MON – OCT 28 | 10 AM–12:30 PM | Depression, Loss and Mental Illness |
| | 1– 3:30 PM | Addictive and Compulsive Behavior Chronic Callers |
| WED – OCT 30 | 12:30–3:00 PM | Protocols and Procedures |
| MON – Nov 4 | 10 AM– 12:30 PM | Abusive Situations |
| | 1– 3:30 PM | Skill Wrap-up/Apprenticeship |
| WED – NOV 13 | Evening (by Appt-2 hrs) | Final Review (<i>Interview with with MHP</i>) |
| 2019 | TBA | Volunteer Recognition/Commissioning (<i>family and friends welcome</i>) |

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

IMPORTANT

Due to the preparation necessary to volunteer for crisis helpline service, it is required that volunteers be on time and present for every session in its entirety. No electronics are permitted during class time. Thank you for your cooperation!