

**HELPLINE SPECIALIST TRAINING SCHEDULE**

**95th Training Class – SPRING 2020**  
**WEEKDAY CLASS**

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

**Registration Deadline (Application & Training Fee):**  
**FRI – MARCH 27, 2020**

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 – APR 1	12:30–3:00 PM	Orientation/Interview ( <i>manuals</i> )
WED – APR 8	12:30–3:00 PM	Values Clarification
MON – APR 13	10 AM–12:30 PM	Preparing to Listen
	1–3:30 PM	Community Resources
APR 14 – MAY 5 (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 – APR 15	12:30–3:00 PM	Crisis Intervention/Suicide
MON – APR 27	10 AM–12:30 PM	Depression, Loss and Mental Illness
	1– 3:30 PM	Addictive and Compulsive Behavior Chronic Callers
WED – APR 29	12:30–3:00 PM	Protocols and Procedures
MON – MAY 4	10 AM– 12:30 PM	Abusive Situations
	1– 3:30 PM	Skill Wrap-up/Apprenticeship
WED – MAY 13	<b>Evening</b> (by Appt-2 hrs)	Final Review ( <i>Interview with with MHP</i> )
SPRING 2021	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!**