

CRISIS LINE RESPONDER TRAINING APPLICATION

Our Application Form

Our screening process is lengthy and in-depth. Volunteers on the crisis line are often responding to very vulnerable callers and we must be sure we have the right people staffing our line.

To help us get to know you, to learn about your life experiences, you're related skills and your understanding of the helping process, we have asked some important, but sensitive questions.

We rarely decline to interview someone solely on the basis of the contents of their application. Your answers do not have to be perfect. We are looking for people with genuine caring, compassion and a willingness to learn new skills. Who you are is far more important to us than a particular academic background or specific work experience.

Your application will be held in confidence, with only your interviewer and certain staff members having access to the information. If you would rather not respond to a particular question in writing, you may indicate in the relevant section that you will be pleased to discuss the question during the interview.

Should you have any questions or concerns about our application and screening process, we encourage you to call our office at any time 250-398-8220 or the Crisis Line Supervisors (Tina 250-305-4108 or Evan 250-302-9232).

Website: www.cariboo.cmha.bc.ca

Address: #201, 35 2nd Avenue South, Williams Lake, B.C. V2G 3W3

Thank you for taking the time to complete this application!

Application for Volunteer Work



Please Print Clearly

CONFIDENTIAL

Name _____

Address _____

City _____

Postal Code _____

Telephone(h) _____

(w) _____

email _____

Hours of Contact _____

Birthdate _____

Education, training or work experience that may be related to volunteering on the crisis line:

Present employer/occupation _____

How long? _____

Please answer each of the following questions as fully as possible.

1. Why do you want to work on the crisis line and what do you hope to gain personally from the experience?

2. In addition to good listening skills, what skills or personal qualities do you possess that could be applicable to crisis counselling? How have you demonstrated these skills and/or qualities?

3. Give an example of when your communication skills were put to the test.

4. Describe a time when someone chose a plan of action with which you strongly disagreed. How did you handle the situation?

5. Many of us find certain topics, issues or personalities more difficult to be objective about than others. Please tell us about some that are challenging for you.

6. What is your definition of helping? Briefly describe how this could apply on the line.

7. Describe a situation where you helped someone.

8. Describe a situation where you needed help. What do you feel you learned from the situation? How might this experience affect your work on the crisis line?

9. Please complete this sentence: "People who want to kill themselves are..."

10. Have you ever known anyone who thought about, attempted or committed suicide? Please describe your relationship to this person, when it happened, how you coped, etc...

11. What stresses are you currently experiencing?

12. What do you do to relax?

13. How do you currently handle personal issues or problems that arise?

14. What else would you like to add that would give us a clearer picture of who you are?

15. Do you have any medical conditions, which we should be aware of? (Note only those which would have an impact on your work on the crisis line.)

16. Do you have a reliable Wi-Fi connection that is fast and can-do video call conferencing and a laptop/computer that is your own or you have a separate and secure account on a computer/laptop which cannot be accessed by another individual?

17. Do you have a separate room/office area where you can take calls without any interruption as you answer the line?

**Acceptance is dependant on criminal records check, 2 years
clean and sober and being a good fit.**

Person to contact in the case of an emergency:

Name _____ Relationship _____ Telephone Number _____

REFERENCES:

Please list three non-family references, (who have known you for more than 6 months) including one employer (phone numbers – no email)

The staff of the crisis line is hereby authorized to contact the following references in connection with my application for volunteer work:

Name _____ Relationship _____ Wk _____ Hm _____

Name _____ Relationship _____ Wk _____ Hm _____

Name _____ Relationship _____ Wk _____ Hm _____

Have you previously applied for the crisis line? If so, when? _____

How did you hear about the line? _____

The crisis line's service to the community is entirely dependent on responsible, reliable volunteers.

Please read carefully before signing. If accepted as a volunteer:

1. I agree to commit to one year of service, four shifts per month. (Vacation time is provided in this commitment)
2. I agree not to see or visit any person calling the crisis line or to communicate with them in any way except as authorized by the crisis line staff.
3. I agree to comply with all the rules and regulations of the crisis line. I understand that all information I receive is confidential and is not to be discussed with anyone including my spouse, close friends and/or relations. I understand that any release of confidential information and/or direct personal contact made with any client of the crisis line will result in my release as a volunteer.

Signature

Date