



COMMITMENT TO LIFELINE

Lifeline is committed to training and supporting volunteers. Through being available as a telephone counsellor you are part of a process which facilitates people towards positive outcomes in a compassionate and caring climate.

Through supervision and in service training you work on personal development and increase your knowledge and skills to work more effectively with the people who call.

If accepted as a telephone counsellor you will be committing yourself to:

Commitment	Available Time Frames	Frequency	Selection
Regular Shift	8.30am to 11.30am 11.30am to 2.30pm 2.30pm to 5.30pm 5.30pm to 8.30pm 8.30pm to 11.00pm	3 counselling shifts each month	You roster yourself
Supervision Group Meetings	Time frames vary dependent on your chosen supervision group with each meeting being 2 hours in duration	1 supervision meeting each month	You choose your permanent supervision group dependent on day of week, time & location that suits you
In Service Training	Standard times are: 7pm – 9.30pm 9.30am to 4.30pm Saturdays	3 trainings per year	You choose workshops from a training programme.

This commitment is important to us and the community, and we need it to be important to you.

With three incoming lines we have a large roster to maintain.

Of course there will be times, holidays, illness, personal crisis, when it will not be possible to maintain this commitment, but as a general rule our expectation is that every volunteer telephone counsellor will fulfil their shifts so that we can continue to be available 24/7.

Thank you for your interest in our service