

**Helpline Volunteer**

***Qualifications:***

Helpline volunteers must be reliable, compassionate, and able to handle sensitive, confidential information. Previous experience with helplines, crisis support, or mentorship is an asset.

***Time Commitment:***

The time commitment for volunteering on the helpline is extremely flexible. However, helpline volunteers should be able to commit to at least one 48-hour shift bi-weekly.

***Role Description:***

* Helpline volunteers take the helpline cell phone with them everywhere they go for a period of time while they are responsible for it. During this time, they must be willing to answer calls or texts from pregnant women in need at any time of day or night.
* A helpline volunteer’s primary purpose is to support pregnant women in need by listening to them at a time of crisis and affirming the value of them and their baby.
* In emergency situations, a helpline volunteer may need to connect a caller with resources from the *Community Resource Guide*.
* In non-emergency situations, the best option would be to pass on the woman’s contact information to the Sanctuary Outreach project coordinator for the purpose of setting up a meeting in the office to discuss the woman’s needs further.

***Screening & Training Checklist:***

* Complete volunteer application
	+ Attach resume & signed statement of beliefs
	+ Include names & contact for 2 references
* Interview with project coordinator
* Police record check (with vulnerable sector screening)
* Peer support training
* Resource guide training
* Helpline training