

Family and Children's Service of the Capital Region Crisis Chat/Hotline Volunteer (academic year commitment)

www.fcscapitalregion.org (CONTACT Lifeline, United Way 2-1-1)

Volunteers will provide confidential, non-judgmental, emotional support by phone or online chat to individuals who may be feeling lonely, depressed, or suicidal in the Capital Region. Volunteers must have a demonstrated ability to be empathetic, responsible and dependable. Previous volunteers have indicated that this is a great experience in preparation for careers in healthcare and human services, among others. Union student volunteers will be able to participate from an on campus location.

CONTACT Lifeline Volunteers (phone hotline) participate in a thirty-hour training and mentoring (on campus at Union College) to gain skills and knowledge in:

- rapport building
- active listening
- exploring difficult feelings/situations
- suicide risk assessment
- exploring positive options/safeplan
- utilizing the 2-1-1 database as a resource to the caller
- exploring a range of services available in the community
- call center procedure and protocol

Crisis Chat Volunteers (online) go through an additional 4-hour classroom training and several sessions of mock chats.

Requirements:

Volunteers, 19 years of age and older, must commit to volunteering for the full academic year for a minimum of 4 hours a week for the crisis hotline (CONTACT Lifeline) and/or a minimum of 3 hours a week for crisis chat. Schedules are flexible to accommodate academic schedule.

Benefits:

- Receive training that prepares for work in the human service fields.
- Build your resume and professional references.
- Give back to the community.
- Work with other volunteers who value helping others.
- Flexible schedules.

On-campus training schedule at Union College:

Saturday, Sept. 25 & Oct. 2, 9:30am-5:30pm;

Wednesday, Oct. 6, 6-9:30pm;

Thursday, Oct. 7, 6-9:30pm;

Wednesday, Oct. 13, 6-9:30pm;

Thursday, Oct. 14, 6-9:30pm

Additional training for online crisis chat Wednesday, Oct. 20, 6-9:30pm.

To apply:

-Upload and submit Resume through eRecruiting and complete the online [Volunteer Questionnaire and Application](#) (note: the training fee is waived for Union students participating in this program through the on campus training).