

VOLUNTEER OPPORTUNITIES AT 2-1-1 BIG BEND

Volunteer Hotline Counselor Opportunities

- Answer calls on Helpline 2-1-1, National Suicide Prevention Lifeline, Parent Helpline, Florida HIV/AIDS Hotline, Family Health Line, BrAlve Hotline

Program Volunteer Opportunities

- Provide Outreach and Speaker's Bureau Support
- Conduct Marketing, Public Relations and Fund-raising
- Assist with Call Center Tasks
- Support Resource Database Updating
- Assist with Administrative Tasks
- Contribute Technical Expertise for Network and Computer Systems

Student Intern Placements

- Complete hotline training class and work as a hotline counselor
- Marketing and Public Relations

Work-study (through university or college)

- Qualify through your university or college and get a placement at 2-1-1 Big Bend

The Volunteer Hotline Counselor Program

Training Content

- Basic Counseling Skills including crisis theory, active listening, reflecting feelings, paraphrasing, focusing, confronting, exploring alternatives
- Specialized Intervention Techniques for certain types of calls such as suicide, homicide, substance abuse, domestic violence, abuse, hysteria and psychosis
- Didactic teaching, role playing, giving and receiving feedback, supervised experience

Benefits

- Gain valuable crisis intervention skills
- Expand your knowledge of community resources
- Learn advanced communication skills
- Enhance your interpersonal skills
- Meet a variety of new people and develop networking opportunities
- Build your resume
- Be trained by the most comprehensive telephone counseling training in Florida

Criteria, Logistics and Commitment

- Training is free except for a small fee charged for training materials
- No previous experience is necessary
- Must possess a motivation to help people, strong communication skills, ability to empathize, and a non-judgmental attitude
- Training classes entail 75 hours over a 10 week period during evenings and an occasional weekend. Three training sessions are held each year
- 200 hours of volunteer service are required after hotline counselor training
- Volunteer schedules are flexible because the agency operates seven days a week, twenty-four hours a day.

For More Information

Please call or email our Coordinator of Volunteers at (850) 617-6309 or volunteercoord@211bigbend.org. Visit our web site at www.211bigbend.org.