



Crisis Helpline Crisis Worker Application

(All information remains confidential)

Crisis Worker Volunteer Objective: provide immediate telephone response to help persons in any type of crisis; including suicide, rape, family violence, sexual conflicts, etc. Also, refer persons with mental health problems to appropriate community resources, including social service agencies.

Name: _____

Address (include ZIP code): _____

Phone: _____ E-mail: _____

Age: _____ Birthday: _____

School: _____

School Address (include ZIP code): _____

Current Grade: _____ Year of Graduation: _____

Are you volunteering for School Credit or Community Service Hours? Yes _____ No _____

If yes, what is the class? _____

Teacher/Sponsor's Name: _____

When is the best time to reach you? _____

Have you / do you volunteer elsewhere? Yes _____ No _____

If yes, name of Organization: _____

Date(s) you volunteer(ed): _____ Position/Task: _____

Name of Organization: _____

Date(s) you volunteer(ed): _____ Position/Task: _____

Name of Organization: _____

Date(s) you volunteer(ed): _____ Position/Task: _____

How did you hear about KUTO? _____

Personal Information

1. Have you ever been the victim of a violent crime: Yes _____ No _____
If yes, please briefly describe:

2. Are there health concerns or physical challenges that may impact your volunteer commitment:

3. Do you currently use alcohol, drugs or chemicals? Yes _____ No _____
How have drugs/alcohol/chemicals influenced your life?

Do you take any prescription medication? Yes _____ No _____
What medications and what are they prescribed for?

4. In what ways do you handle stress?

What, &/or who, do you consider to be your 'support system'?

What would you consider to be the most difficult experience you've faced so far?

How were you able to manage it?

5. Are you currently feeling depressed? Yes _____ No _____
If yes, how long have you felt this way?
In what way is this a change from your 'usual' self?

Have you been severely depressed in the past? Yes _____ No _____
If yes, in what ways did you manage your depression?

6. Have you ever attempted suicide? Yes _____ No _____
If yes, please explain (when, how many attempts, method, how long ago, outcome):

Have you been in 'therapy' or counseling? Yes _____ No _____
*If yes, please explain (when, how long, for what reason, outcome)

**If you are currently in therapy, it is necessary that KUTO have a release from your therapist approving your participation. Please include a brief letter of approval from your therapist with your application.*

Personal Values

Our callers come from various cultural, social, ethnic, and religious backgrounds. Their belief system, values and ideals may be different than yours. Options or alternatives the caller may find acceptable may not be acceptable to you. ***Please elaborate on each question and feel free to use an additional sheet, if necessary.***

1. How might your religious or spiritual beliefs influence your ability to talk with callers?
2. What are your thoughts on discussing abortion with a caller?
3. How would you feel about talking with a gay, lesbian, bi-sexual or trans-gendered caller?
4. How would you feel about discussing sexual issues &/or concerns? Would you feel comfortable talking about these issues with a caller of the opposite gender?
5. What is your opinion of people who are 'chronically negative' and don't seem to want to change?
6. How would you handle a caller whose attitude, opinion and beliefs were at odds with yours?
7. What kind of 'experience' do you anticipate from the Helpline training?

8. Why have you chosen to volunteer with KUTO? (include expectations, positive qualities, or concerns)

Crisis Worker Job Description

Time: volunteer at least 12 hours a month for the first six months, including one Friday or Saturday shift a month, for the first six months. After six months, 2 shifts per month are required until the commitment of 180 hours is complete

Primary Supervisor: Helpline Facilitator

Position Requirements:

- Must be between 15 ½ and 21 years old
- Must have the ability to distinguish one's own beliefs and values from those of the caller
- Should be able to communicate well, accept supervision and develop appropriate working relationships
- Successful completion of the training program, with a minimum cumulative average of 85%, is also required. Training material includes: agency orientation, values identification, active listening, stress & depression, crisis intervention, suicide prevention, caller management and triage strategies

Position Responsibilities:

- Consistent and proficient implementation of skills when scheduled on the Helpline
- Complete follow-ups on callers as trained
- Be punctual and responsible for self-scheduled shifts - finding a replacement when unable to fill shift
- Commit to one 3-4 hour shift per week, including one Friday or Saturday shift a month, for the first six months. After six months, 2 shifts per month are required until the commitment of 180 hours is complete
- Respect and maintain confidentiality of callers
- Attend all volunteer meetings and quarterly In-Service Trainings, to increase necessary knowledge to assist on the Crisis Helpline

Volunteer Declaration

I have completed this application truthfully. I understand the requirements and expectations of the position and am prepared to accept those responsibilities. I understand that volunteering with KUTO is a serious commitment of time, energy and ability. I am prepared to learn and perform the duties of Crisis Worker to the best of my ability.

Applicant Signature: _____

Date: _____

*** If you are under 18 years old, your application WILL NOT BE CONSIDERED without the Parental Consent Form ***

Return Application & Parental Consent Form to: 2718 S. Brentwood Blvd. ~ St. Louis, MO 63144

**Kids Under Twenty One
Crisis Worker Acknowledgement and Consent**

Dear Parent/Guardian,

Your teen has expressed an interest in volunteering with KUTO, Kids Under Twenty One, as a Crisis Worker (CW) on our telephone Helpline. I'd like to take a moment to introduce you to KUTO, the Crisis Helpline and exactly what this volunteer position includes.

Founded in 1987, Kids Under Twenty One strives to be a lead agency in utilizing youth and adult partner volunteers in providing peer facilitated crisis prevention, suicide intervention and postvention support to youth in the St. Louis metropolitan area.

The KUTO Crisis Helpline is a confidential telephone hotline available to any concerned, troubled or at risk youth who may be in need of assistance, referral information or crisis services. The Helpline is the only crisis hotline staffed exclusively by youth volunteers in the area. Over 2,392 hours of service are provided by Helpline volunteers, who are "... teens helping teens help themselves."

Our CW Training is comprehensive, consisting of lecture, small group activity, role-play and peer-supervised observations and consultations. The training curriculum typically runs for two weeks, meeting two week-day evenings and all day Saturday. This prevention and life-saving training will be provided to your teen free of charge.

The *Consent to Participate* at the bottom of this letter verifies your agreement/consent for your teen to participate in CW Training and further involvement with KUTO. After signing, please detach and give to your teen to include with their Crisis Worker Application.

Your teen's application WILL NOT be considered without this signed consent.

On the reverse side of this letter are FAQ's and additional information about KUTO. Should you have any questions or concerns, please feel free to call or e-mail me at your convenience. We look forward to working with your teen.

Elizabeth Makulec
Executive Director
314.963.7571
info.programs@KUTO.org

SUBMIT THIS ENTIRE PAGE WITH APPLICATION; A COPY WILL BE RETURNED FOR YOUR RECORDS

Consent to Participate as a KUTO Crisis Worker

Parent/Guardian's Name: _____

Youth Trainee's Name: _____

Relation to Youth Trainee: _____

Address: _____ ZIP _____

Phone: _____ E-mail: _____

My signature verifies that I have read the above and that I agree/consent for my child to participate in KUTO, Kids Under Twenty One's Crisis Helpline training and delivery of service.

Signature: _____

Date: _____

Tell me more about the Training Curriculum.

Graduates of Crisis Worker (CW) training have called it 'intense;' our primary goal is to give trainees every opportunity to learn and experience the skills, helping model and referral strategies they will need to manage Helpline Callers. Training components include Basic Orientation, Values Building, Active Listening, Stress & Depression, Crisis Intervention, Suicide Prevention, Grief, Caller Management, Follow-up and Triage. Our training and volunteer policies have been certified by the American Association of Suicidology and is supervised by AAS certified crisis intervention specialists.

How do trainees put the training components to practice?

The two most valuable components of Helpline training are Observations and Consultations. Trainees will spend at least 6 hours observing a current volunteer as they open or close the Helpline, manage callers, make referrals, document procedures and provide support. Consultations are peer-supervised shifts, where the trainees partners with a senior CW who provides support and direction as the new CW manages their first several calls.

What is expected from CW's?

Once training, Observations and Consultations have been satisfactorily completed, CW's will be expected to:

- make a commitment to volunteer for a period of at least six months (*consideration to extend this time is encouraged*)
- sign up for at least 3 shifts (*one of which will be a Friday or Saturday*) each month
- make adequate transportation arrangements and arrive for their self-scheduled shifts on time
- find substitutes should the CW be unable to make their self-scheduled shift
- attend all scheduled volunteer meetings &/or In-Service Training opportunities

What are the hours of operation of the KUTO Helpline and how long are shifts?

The Helpline is staffed everyday after 4pm – Sunday through Thursday until 10pm, until 12am on weekend evenings. There are two shifts each day; weekday 4pm – 7pm and 7pm – 10pm; Friday and Saturday shifts are 4pm – 8pm and 8pm – 12am. KUTO is located at 2718 S. Brentwood Blvd.; Brentwood, MO 63144.

Who else is at KUTO during these hours?

CW's are partnered with Support Staff for the duration of their shift. Support Staff are trained adults who have experience with crisis intervention, suicide prevention and telephone helping strategies. Members of KUTO Support Staff have themselves 'worked the lines' either as former KUTO CW's, volunteers for Life Crisis Service (our adult counterpart) or as staff of other telephone hotlines.

What other programs does KUTO offer?

Peer Helper Team: *training young people in the skills of active listening, empathy, effective questioning, assertiveness, confrontation, and problem solving. Many area schools and youth groups realize the value of peer helping/counseling and have introduced a program on their campus.*

SurvivAbility: *a youth facilitated support program for youth survivors of suicide designed to help young people deal with the complex emotions of confusion, isolation and guilt that follows a death by suicide.*

Community Outreach & Education: *advancing suicide prevention awareness and education*

- QPR (*Question, Persuade, Refer*) Training – *gatekeeper & suicide prevention training for all ages*
- Yellow Ribbon Project; *school based suicide awareness & prevention project*
- Saving Our Students and Winning With Wellness; *student initiated mental health education*
- Clearinghouse for current trends, national, state & local statistics and resources
- Referral for community service agencies & mental health care providers