Helpline Services Program

Sakhi’s helpline serves as a first point of contact for survivors and community members seeking resources and support. Trained helpline volunteers will provide callers with general information about gender-based violence, conduct safety planning, and provide crisis counseling. Helpline advocates also share relevant information about Sakhi’s services and make internal referrals where applicable to our Anti-Violence, Economic Empowerment, Youth Empowerment, Transitional Housing and Counseling programs.

Volunteer Role Commitment

- Volunteer in shifts between 5:00 pm to 10:00 pm (5-hour shifts) weekly and answer phone calls
- Attend Sakhi’s internal virtual trainings and additional trainings to grow skillset
- Professionally represent and accurately explain services offered by Sakhi
- Offer resources and support to helpline callers as outlined by the Sakhi Standard Responses Protocol
- Complete referrals for helpline callers, and send them to the Manager for follow up
- Maintain records of all survivor-related work through effective data collection and notetaking
- Adhere to the monthly volunteer schedules developed in collaboration with the Helpline Manager
- Help with community outreach and events

Training Requirements

Volunteers who can commit to the responsibilities of the role will be required to successfully complete Sakhi’s 20-hour Virtual Training, as well as additional assigned readings. The 20-hour Virtual Training will be conducted every Wednesday evening, from January 12, 2022 to February 16, 2022. The helpline will go live March 2022.

Other requirements

- Must be 21 years of age or older
- Must have access to a dependable phone
- Must commit to at least one year of volunteer work
- Must be available to participate in all initial virtual training and one a month volunteer meetings

Interested in becoming a Sakhi Helpline Volunteer?

Sakhi will be meeting with each volunteer applicant throughout November. This meeting will be your opportunity to learn more about Sakhi and the helpline program, and will enable Sakhi and you to ensure that the role and responsibilities of the helpline volunteer are a good match.
As a part of the application process, you will be asked to submit a screening form along with a copy of your resume. Please contact Helpline Manager - Manisha Shah manisha.shah@sakhi.org with any questions.

**Training Curriculum:**

The 20-hour Virtual Training will cover the following topics:

- Introduction to Sakhi and Services Overview
- Role of a Helpline Volunteer
- Vicarious trauma and support on how to mitigate and manage such trauma
- Dynamics of violence and the South Asian community
- Myths and facts about violence and cultural considerations
- Confidentiality and exceptions to confidentiality
- Survivor centered practices
- Trauma-informed care
- Safety planning
- Helpline engagement basics
- Role plays and practice skills
- Unlearning assumptions and bias
- Self-care and building resilience
- Resources and referrals
- Videos and group discussions