## **CHECKLIST**

Welcome to the application process to become a Sikh Family Helpline Volunteer.

Please complete **ALL** of the following items on this checklist, prior to submitting your application package.

|  |  |
| --- | --- |
| **Please check off completed items** | **Application Package** |
|  | Part I – Application |
|  | Part II – Current Résumé |
|  | Part III – References  Work, Volunteer or Academic References only (no personal references such as family, friends, etc.). |

## **CONTACT INFO (SUBMIT via E-MAIL)**

**For further details contact:**

|  |  |
| --- | --- |
|  | Email: info@sikhfamilyhelpline.com |

## **INTERVIEW INFORMATION**

Once you have submitted your completed volunteer package, we will contact you if you are chosen for an interview. When you come in for your interview, please be sure to bring **two** pieces of **government issued ID**, to your appointment. One must have a **picture**. For individuals applying outside of the Greater Toronto Area, your interview will occur via video conferencing.

|  |  |
| --- | --- |
| **Photo ID** | **Additional ID** |
| · Driver’s License  · Passport  · Citizenship Card | · Birth Certificate  · Health Care  · Social Insurance Card |

**If you are successful at the interview, you will be requested to complete and provide a copy of a Criminal Record Check AND Vulnerable Sector Check at your own expense. (If the latter does not exist in your province, an equivalent check will be requested.**

## **JOB DESCRIPTION**

The Sikh Family Helpline is an initiative by the World Sikh Organization of Canada ([worldsikh.org](http://worldsikh.org/)).

We are a peer-to-peer non-emergency helpline servicing the Sikh Community in Canada in Punjabi and English.

This is not a live call service. When an individual calls the Sikh Family Helpline, they will leave a voicemail with their name, and a safe phone number or email for you to contact. You will return the call within 24 hours from a blocked and private phone number. All calls and conversations are kept strictly confidential, except in situations we deem as an emergency or where children are at risk and must be reported. The content of these calls or any caller information shall not be shared amongst your friends or family or any other network. You will be required to sign a non-disclosure form.

As a volunteer, you will provide callers with confidential service. You will offer support and give appropriate information and referrals for institutions and organizations offering the relevant services. We do not provide counselling.

This Sikh Family Helpline’s mission is to promote health and wellness for individuals and families in the Sikh community by closing current gaps in access to resources and increasing community awareness and activism.

Volunteers must be flexible to adapting changing circumstances. All voicemails received during a volunteer’s shift should be returned within 24 hours of when it was received by the same volunteer. All volunteers must log each call through the form provided. Each call that was returned and didn’t receive an answer must also be logged.

Please review more about the Sikh Family Helpline at sikhfamilyhelpline.com

**Qualifications**

- Must be minimum 18 years of age

- Good listening and communication skills

- Ability to remain calm in a crisis situation

- Ability to empathize with and provide support to callers with a variety of concerns

- Able to follow policies and procedures

- Excellent command of Punjabi and English language (spoken)

- Ability to be empathetic and non-judgmental

- Understanding of confidentiality and anonymity of active listening sessions

- Have an understanding of culturally specific barriers and issues

**Obligations**

As a volunteer, you will consider and agree to the terms stated below:

- I agree to log all calls in the online form provided to me.

- As a Sikh Helpline Volunteer, I agree to meet my commitment of 24 hours at a time. (You are responsible to call back any call you get within those 24 hours)

- I agree to be responsible for the shifts I sign up for and I will make a reasonable effort to find my own replacement if I am unable to make my shift, and let the appropriate contact person know of the change minimum 8 hours in advance

- I agree to follow and adhere to the Sikh Family Helpline’s policies and procedures

- I will attend all training sessions

- I understand my work will be evaluated on an ongoing basis

- If I do not fulfill the aforementioned commitments, I am aware my status as a volunteer will be reviewed and terminated if necessary

- If selected, I agree to sign a non-disclosure form

## **PART I - Please complete the following information**

|  |  |
| --- | --- |
| FULL NAME (First, Middle, Last) | DATE |
|  |  |

|  |
| --- |
| ADDRESS |
|  |

|  |  |
| --- | --- |
| HOME PHONE | CELL PHONE |
|  |  |

|  |
| --- |
| EMAIL ADDRESS |
|  |

## **EMERGENCY CONTACT INFO**

|  |  |  |
| --- | --- | --- |
| FULL NAME (First, Middle, Last) | RELATIONSHIP | PRIMARY CONTACT # |
|  |  |  |

## **INFORMATION**

|  |
| --- |
| HOW DID YOU HEAR ABOUT THE SIKH FAMILY HELPLINE?  Were you referred, if so by whom? (Provide name) |
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| --- |
| Why do you want to volunteer with the Sikh Family Helpline? |
|  |

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| --- |
| What experience do you have in working with vulnerable populations? |
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| --- |
| What skills will you contribute to the Sikh Family Helpline? Explain. |
|  |

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| --- |
| Discuss a culturally specific barrier or challenge faced by Punjabi speaking communities in Canada. |
|  |

|  |
| --- |
| What languages can you speak proficiently? |
|  |

|  |
| --- |
| Is there any other information you want us to know when considering your application? |
|  |

## **COMMITMENT**

|  |  |
| --- | --- |
| Are you willing/able to make a commitment of **24** hours/week for one year? (Yes/No) |  |
| Please list any challenges you may have with the above: |  |
| Please specify which days of the week you are able to commit to: |  |

## 

## **READ BEFORE SIGNING**

|  |  |
| --- | --- |
| In accordance with agency policy, a criminal record check and vulnerable sector check are conducted on every new volunteer, with the consent of the volunteer and at their own expense. Are you willing to provide such consent? (Yes/No)    **NOTE**: A criminal record will not necessarily preclude a staff or volunteer person from their role at the Sikh Family Helpline. Decisions will be made on an individual basis. All information will be confidential. | Criminal record check with vulnerable sector check |
| Have you ever been convicted of an offence under the Criminal Code of Canada, of any other country or state, or under any statute of any Province of Canada? (Yes/No) |  |

|  |  |
| --- | --- |
| If accepted as a volunteer, I agree to adhere to the agency’s policies in the volunteer manual, and to honor expectations outlined in the job description (Yes/No) |  |

|  |  |
| --- | --- |
| Are you over the age of 18? (Yes/No) |  |

|  |  |
| --- | --- |
| Please sign and date to confirm information, as well as give the Sikh Family Helpline permission to conduct routine screening processes (includes contacting references if needed, submitting police and child welfare checks, etc.). | |
| Applicant’s Signature | Date |
|  |  |

¶ Selection is without discrimination and is conditional upon suitability of volunteers. ¶

***All information on this form will be kept confidential, unless harm to self or others is disclosed***

***Information collected will only be used for the purposes of volunteer management. No personal info is shared outside of the Sikh Family Helpline***

## **PART II - Résumé**

Please insert résumé here or attach to application.

Click here to enter text.

## **PART IV - References**

|  |  |
| --- | --- |
| Do you grant permission to contact the references submitted with your application for additional information, if necessary? (Yes/No) and SIGNATURE |  |

**Reference 1:**

|  |  |
| --- | --- |
| Reference Name: |  |
| Organization/Employer: |  |
| Reference’s Position: |  |
| Nature of Relationship: |  |
| Telephone Information: (cellphone and/or work) |  |
| Email Address: |  |
| Any other comments: |  |

**Reference 2:**

|  |  |
| --- | --- |
| Reference Name: |  |
| Organization/Employer: |  |
| Reference’s Position: |  |
| Nature of Relationship: |  |
| Telephone Information: (cellphone and/or work) |  |
| Email Address: |  |
| Any other comments: |  |