



TELL Lifeline Telephone Counselor Training Program Application Process

Selection Criteria:

We are seeking people 21 years or older of any nationality with fluent English-speaking ability. It is important that you be able to speak and understand English without difficulty, particularly on the telephone. The selection criteria are centered more on personal awareness and development than educational or employment background. The course is designed to give you the skills you need as a telephone counselor, so you do not need to have a background in psychology or counseling. It is more your personal style and approach that we look at when determining suitability for the role.

Counseling Model and Style:

The Lifeline utilizes a client-centered method of counseling based on that developed by Carl Rogers. This means that a telephone counselor is someone who has been trained in empathic listening, **not** in advice-giving. TELL Lifeline's telephone counselors are trained when to use silence and when to be more active. They have been taught how to phrase questions that assist someone in talking, how to help clarify a caller's confusion, and how to support someone in pain.

The counselors are non-directive and do not give advice, but instead assist the caller in making their own decisions. This style of counseling is often used on telephone crisis lines. Certainly, we are aware that it is not a style of counseling which suits everyone. However, in order to offer high-quality, consistent service to our callers, it is a style of counseling we require all our telephone counselors to follow.

Therefore, we are seeking applicants who can show that they can respect others' views and can refrain from imposing their own personal values, beliefs, and ideas on others. TELL Lifeline is looking for volunteers with sound interpersonal skills, the capacity to understand and assist people from a wide range of backgrounds, and the ability to reflect on and learn from their own life experience.

We do not expect applicants to have any counseling skills at this point, but we do expect them to indicate a potential and openness to learning telephone counseling skills. After we receive a completed application, the next step is for suitable applicants to come in for a face-to-face interview, after which applicants will be selected to join the training program. Please note that we are limited on the numbers in our training by space, and the previous two courses have filled up early.

Need to talk? We're here to listen. Call TELL Lifeline at 03-5774-0992

Office Tel: 03-4550-1191 Fax: 03-3797-3665

Wesley Center 2F, 6-10-11 Minami-Aoyama, Minato-ku, Tokyo 107-0062

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Training Program:

Successful applicants are asked to attend a basic training program of 69 hours. This consists of lectures, group work, and counseling practice. Mid-way through the training, trainees will proceed to an apprenticeship on the Lifeline. This consists of at least 24 hours of supervised work (broken down into 4-hour shifts). If you are successful in completing the training program and the apprenticeship, you will be invited to join the TELL Lifeline as a volunteer telephone counselor.

This training is accredited and approved by Lifeline International, and is of a similar standard to that conducted by crisis lines in major centers around the world. A certificate is awarded upon satisfactory completion of the course.

The training is held in a central Tokyo location and as it covers a wide range of essential skills and topics, **it is essential to maintain regular and punctual attendance** at the training sessions. We also run an online version of the training in conjunction with the Fall and Spring timetables. This option allows those individuals with challenging work commitments or travel issues (currently within the greater Tokyo area) to undertake the training.

The standard cost of training is 35,000 yen (this is approximately what it costs us to train each person). This amount can be adjusted in cases of special need; payment can also be made in installments.

We understand that we are charging a fee to train for volunteer work, and that this may seem strange. We do this because we are a non-profit organization, and we must meet all costs incurred while running the training. The training does not generate any profits; it only meets part of its own associated costs.

We also feel confident that the quality of the training is high and that it can provide participants with important personal learning and skills development. This fee is also quite reasonable compared to prices for similar educational or skills courses that could be taken, either here in Japan or in other countries.

Naturally, however, we do not want this cost to be a deterrent to you joining us. If paying this fee represents a significant problem for you, please contact the Lifeline Services Assistant Director and discuss your situation. We are very understanding and do not want to miss out on a good trainee!

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Time Commitment:

Once a trainee has completed training and the apprenticeship, and has been invited to join TELL as a telephone counselor, we ask that you work at least two 4-hour shifts a month, as well as attend one 2-hour supervisory meeting each month. In practice, then, volunteers who become telephone counselors commit to a total of 10 hours per month to TELL.

As the time commitment on the part of both TELL and you are quite extensive, *we prefer that applicants who are interested in volunteering as telephone counselors to be able to commit to at least **one year of service** after completing their training.*

Supervision:

TELL telephone counselors are well-supported in their role, through comprehensive training, in-service workshops, and the availability of supervision. Each telephone counselor is assigned to 2 supervisors, who are also volunteers. These supervisors have extensive experience as phone counselors and are trained to take on this role. Phone counselors participate in a 2-hour monthly supervisory group which generally has between 8-12 members. **It is necessary to attend these sessions to remain a phone counselor.**

Supervision is designed to assist you in your role by providing you with a forum to debrief and process your experience on the line, as well as enabling you to focus and improve on your counseling skills.

Anonymity and Confidentiality:

As the English-speaking community in Tokyo is very small, we ask all phone counselors to remain anonymous and keep their role a secret from anyone who does not absolutely need to know. This is because we are concerned that people who are aware that you are on the line will feel inhibited about calling TELL themselves, and will be denied access to the service.

This extends also to your application: we ask that you don't share your intention to apply for the TELL training course with others, except your partner, children, or someone who absolutely needs to know in order for you to be able to take the training.

We also have a very professional approach to confidentiality in all aspects of TELL: the calls, the location of the phone room, and the identity of other volunteers. Before you begin the training, you will be asked to sign a confidentiality agreement stating that you will respect this confidentiality.

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The Application Process:

1. Please ensure that you have read all the enclosed material carefully before applying. If you have any questions that you would like to clarify before you apply, please feel free to call the **Lifeline Services Assistant Director at 03-4550-1191** or **e-mail: training@telljp.com**
2. Please send in completed application forms to the Lifeline Services Assistant Director. You can do this by *e-mail* by filling out the forms below and then sending them as an attachment back to training@telljp.com or you can post it to:

TELL Lifeline Services Assistant Director
TELL
Wesley Center 2F
6-10-11 Minami-Aoyama
Minato-ku Tokyo 107-0062

You can also fax it to us at the **TELL Business Office: 03-3797-3665**.

3. If your application is accepted, an interview will be arranged. To assist in making appointments, please let us know when you are generally available for an interview—i.e., mornings/afternoons/evenings/which days of the week.
4. Since we have limited spaces for each training session, we encourage you to respond early for the training session of your choice. **The deadline for the fall training is early September, while the spring training closes early February.**

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The logo for 'tell' is written in a bold, lowercase, sans-serif font.The logo for 'Lifeline' is written in a bold, uppercase, sans-serif font. To its right is a green graphic of a paper airplane with a curved line above it, suggesting a signal or connection.

TELL

Telephone Counselor Training Application

Name		Nationality	
Gender	Male/ Female/ prefer not to answer	Date of Birth	Month / Day / Year
Telephone	Home:	Office:	
	Mobile:		
Fax	Home:	Office:	
E-mail			
Your address in Japan			
How long have you been in Japan?			
How long will you stay?			
How did you hear about training?			
Where are you working now?			
How is your work schedule? What hours do you work? Days or nights?			

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The logo for 'tell Lifeline' features the word 'tell' in a bold, lowercase, sans-serif font. A thin green line arches from the top of the 'l' in 'tell' to the top of the 'L' in 'Lifeline'. The word 'Lifeline' is in a smaller, uppercase, sans-serif font. To the right of 'Lifeline' is a green paper airplane icon pointing to the right.

tell

Lifeline

Please tell us about your work experience.

Please tell us about your qualifications or educational experience.

Are you *currently* in counseling/psychotherapy/psychiatric care?

(If yes, please provide us with a note from your therapist, confirming that they know of your application and support you).

Have you *ever been* in psychiatric care or counseling? If yes, can you tell us a little about it?

Why do you want to become a TELL phone counselor at this time?

What brought you to Japan and how do you feel about life here?

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Following the training period, your time commitment to TELL is a minimum of 10 hours a month. How do you see the time commitment of both the training program and the regular shift time fitting into your personal/professional schedule?

Describe yourself as a person. What do you see as your strengths? Your weaknesses?

Discuss your life or a period of time in your life from the point of view of your personal growth. What has been difficult or painful? What have you learned? How do you think this experience might affect you as a counselor?

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In your own experience, what are the principal causes of people's problems?

If someone called you on the phone and said: "I'm feeling low today and I don't know why"
– what would your response be?

What has led you to believe that sharing in our work at TELL would be fulfilling for you? How does working with us fit in with your life goals?

Signature:

Date:

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