

Training Course for the New Pilot Project «English Hotline»:
Mai – November 2022

Information About the Training Course

The pilot project "English Hotline" starts with the preparations this year. Planned is to launch the new hotline in January 2023. Initially, it will be run for a year with one evening shift per day (6 - 11 pm). For this project, the Dargebotene Hand is recruiting new volunteers. The newly formed English team will contain already experienced volunteers from the regional offices of Aargau, Central Switzerland and Zurich and newly recruited members. Newly recruited volunteers will complete the full training, and experienced volunteers will join some of the most salient teaching sessions.

To participate as a volunteer at the "English Hotline" are excellent English language skills, sufficient German language skills, and the motivation to be part of the new pilot project necessary.

1. Overview

- Duration: May to November 2022
- The first 2 Thursday evenings from 4 to 8 pm, and 19 Thursday evenings, each from 5 to 8 pm.
- 3 external weekends (May 21/22, August 20/21, and October 29/30, 2022).
- 6 internships on the phone with experienced volunteers (fellow English Hotline team members).
- Status review and final examination by the training supervisor.
- Costs: The Dargebotene Hand takes over the course costs.
- Application deadline until March 15, 2022, to Matthias Herren (matthias.herren@143.ch)

The Dargebotene Hand plans annually, after completion of the training, approximately 33 English shifts per volunteer, starting in January 2023 (each from 6 to 11 pm.).

The "English Hotline" volunteers will attend monthly supervisions (Thursday evenings) at the Zeltweg 27, in Zurich or if there would be Corona-related changes, via Zoom.

2. Goal

The course aims are to form a competent new team for this innovative pilot project. This course enables participants to answer calls on their own from the psycho-social support hotline 143 in English. Participants learn to respond empathic to callers; consciously establish a relationship on the phone; understand the caller's concerns; adopt non-judgmental attitudes; adapt conversations to different needs; value themselves; structuring and ending conversations; reflect on their behaviour on the phone.

The essential attitude and conversational skills taught in English are tailored explicitly for people with a migration background. In addition, participants will learn about possible crucial topics and potential contact points for future callers in need with a migration background who do not speak any of the Swiss national languages.

Participants will be comprehensively prepared for the one-year pilot project of the "English Hotline". Prospective volunteers' experience and competencies that they have acquired so far will be used to develop a mindful and helpful conversational approach in English for the new project.

3. Requirements

In general, anyone who is interested in this service can work for the Dargebotene Hand. Neither special training nor relevant experience is required. Knowledge and practical experiences from social areas can be helpful. However, personal suitability is of primary importance:

- Stable personality and psychological capacity.
- Openness to learning and understanding more about fellow human beings and oneself.
- Interest in dealing with a wide variety of problems, challenges, and social conditions.
- Motivation to be part of a newly formed English Hotline Team with approximately 15 volunteers.
- Time availability and flexibility to complete shifts from 6 to 11 pm, 7 days a week (33 services per year) as well as for quality assurance (2 days of external training and 11 supervisions per year) as well as (optional) 3-4 information events. Planned is that experienced volunteers would cover about 20 shifts in addition to their German services. Conversely, the newly recruited volunteers cover at least 33 English shifts only.
- Bilingual. Volunteers will need to complete internship services with experienced German-speaking volunteers from the Dargebotene Hand.
- The English language prerequisites will be evaluated individually, but the following is mandatory:
 - a proficient user according to the Cambridge English Scale with English skills at the C1 (Advanced English) or C2 (Proficiency English) level (or equivalent certificates).
 - Or people have acquired a near-native/fluent or a highly proficient level in spoken English (e.g., living in an English-speaking country or regularly using the language through personal circumstances).
- Age: 30 – 66 years
- Residence in the catchment area of Dargebotene Hand Zürich. The teaching evenings and later on the monthly supervisions will take place at the Zeltweg 27, in Zurich. Therefore,

volunteers have to be able to travel to Zurich and later on deliver their services in the regional office in Zurich.

4. Training Management

- Matthias Herren, theologian, head of the department at the Dargebotene Hand Zurich.
- Leoni Schär, Bachelor in Psychology, currently Master student in Psychology, former volunteer at the Dargebotene Hand Zurich, manager Swiss Re «Training for Mental Health Communication Skills.»

5. Content and Methods

Content

- Getting to know the new English Team
- Needs-oriented conversational skills
- Dealing with various life issues
- A brief insight into psychopathology
- Introducing and receiving guidance to work on the phone
- Getting to know the most relevant topics for the English Hotline (e.g. loneliness, family dynamics/ couple relationships, prejudices based on the example of refugees, addiction, belonging/integration, loss/separation, suicide and crisis for people with a migration background)
- Overview of the psycho-social network for people with a migration background in Switzerland

Methods

The conversational skills are taught in English based on person-centred psychotherapy and nonviolent communication. Essential elements are self-reflection, knowledge transfer, exercises, role-plays, and raising awareness for working with English speakers of all ages with a migration background.

6. Overview Dates 2022

Start Date: Week 19, 12. Mai 2022

End Date: Week 47, 24. November 2022

Month	Evening Teaching Sessions (5 to 8 pm)	Weekend Seminars	Internships, Final Supervised Shift
May	12. May (from 4 to 8 pm) 19. May (from 4 to 8 pm)	21./22. May (shared with internal volunteers)	
June	02. June 09. June (shared) 16. June 23. June 30. June		1 st Internship service
July	07. July		2 nd Internship service

	14. July		
August	25. August	20./21. August (just newly recruited volunteers)	3 rd Internship service
September	01. September 08. September (shared) 15. September 22. September 29. September		4 th Internship service
October	06. October 27. October	29./30. October	5 th Internship service
November	03. November 10. November (shared) 17. November 24. November		6 th Internship service
December	01. December Advent Evening		

Note: The first two evenings are 1 h longer than usual because we need to cover all basic conversational skills to be ready for the shared weekend seminars with the internal recruited volunteers (IV). The IV will only participate in the 3 shared Thursday evenings and in the 2 shared weekends. All other dates are for the external recruited volunteers (EV) only.

7. Being part of the Dargebotene Hand

We offer

- A societal relevant, diverse, challenging, and meaningful activity through accompanying people in acute and chronic crises and difficult life situations.
- Free, practice-oriented training, and further education as well as information events.
- Regular case supervisions.
- Professional and personal support.
- Further development of personal and social skills.
- An opportunity to gain new friendships and purposeful affiliations.

We expect

- Approximately 33 shifts per year (5 hours per shift, from 6 to 11 pm plus travel and preparation time).
- Monthly participation in group supervision (11 appointments per year).
- Participation in further education events (2 days per year), annual live-supervision of a shift with a direct performance appraisal, and a status review.

8. Application and Recruiting Process

Application

Please send the application via e-mail to Matthias Herren (matthias.herren@143.ch) until March 15, 2022. The application contains:

- A. Personal Information

- B. CV (in written form)
- C. Questions About Volunteering
- D. Questions about case studies

Personal Interview

Those who have applied to work for the Dargebotene Hand will be invited to a personal interview (if necessary, via Zoom). The invitation will occur between mid-March and mid-April 2022. This interview offers the opportunity to get to know each other personally and clarify specific questions. We will set a date for the interview together, approximately three days after receiving the application.

Admission

By the End of April 2022 will the decision be made whether you have been accepted or not.

9. Further Information and Questions

- You can find more information about the Dargebotene Hand (in German) at zuerich.143.ch.
- If you have any questions, please contact Matthias Herren via e-mail matthias.herren@143.ch or by phone at 043 244 80 80.