



Amala Youth Hopeline Phone Peer Supporter - Volunteer Application

Mission

The Youth Hopeline provides access to culturally competent peer supporters who keep all conversations and information confidential. Supporters also provide local resource referrals for other services to Muslim youth.

Position Description

Phone peer supporters attend trainings and answer incoming calls to the Hopeline in an empathetic, understanding, and effective manner. The individual will employ counseling skills to listen to incoming distress calls from Muslim youth and also refer them to other organizations that may be able to provide additional helpful resources.

Position Qualifications

All individuals applying for this position MUST:

1. Be at least 18 years old. We prefer candidates between the ages of 18-30, as this is a youth peer support Hopeline. The individual must be able to dedicate at least four hours of volunteer work a week for a minimum of a year and must be able to attend 30 hours of training over the course of a few days. Hourly commitments vary by supporter.
2. Trained volunteers may be able to route phone calls to personal lines. In that situation, the individual must be able to be in a quiet, distraction-free atmosphere during their shifts so they can focus on their calls.
3. Supporters who are able to drive to the Sacramento office are preferred, however rollover calls can be negotiated depending on prior experience.
4. The individual must be mentally and emotionally prepared to deal with distressing phone calls.
5. The individual should have an interest in mental health, and a general idea of what mental health issues exist in the Muslim youth community.

Applicant Personal Information

Last Name	First Name	Middle Name	
Home Address	City	State	Zip Code
Home Phone	Cell Phone	E-mail Address	

Social Security Number *(used exclusively for a background check)*



Emergency Contact Information

Name	Relationship
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Home Phone	Cell Phone
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Expreience (both paid and/or volunteer)

Organization and Position _____
From (month/year) To (month year) _____
Supervisor name and email or phone _____

Organization and Position _____
From (month/year) To (month year) _____
Supervisor Name and email or phone _____

Organization and Position _____
From (month/year) To (month year) _____
Supervisor Name and email or phone _____

Training/Education

Institution	Degree/Certification	Date(s) Attended
_____	_____	_____
_____	_____	_____
_____	_____	_____



Please answer the following five questions in 300 words or less.

- 1) Why are you interested in working as a phone supporter for this Hopeline?

- 2) What qualities or experience do you have that you feel would help you succeed as an Amala peer supporter?

- 3) What do you think are the top three prevalent stressors that contribute to mental health issues in the community?

- 4) How do you manage stress in your life?

- 5) List and explain three principles by which you give advice to others. These can include factors you take into consideration when advising, perspectives you use when advising, etc.

- 6) Sample Case Study: A 19-year old Muslim male calls in and tells you that is is stressed out because he is secretly dating a girl without his parents knowledge. He knows that if his parents find out, there will be consequences. The weight of keeping this secret is taking a toll on his relationship with his parents and other aspects of his life such as academics. He doesn't want to break up with his girlfriend, or want his parents to be angry with him. How would you counsel this caller?

Submitting the Application:

Once you have filled out the application, email it as an attachment to:

info@mas-ssf.org

Please remember to:

- Title the document as: Last Name, First Name
- Title the email subject: Peer Supporter Application: Last Name, First Name
- If anything is unclear regarding the job description, requirements, or application, email us at the same email address, but title the email: Volunteer Peer Supporter Application Question

Thank You for Your Interest in Working with the Amala Youth Hopeline