

Seeking Volunteers for our Peer Support HelpLine!

LGBT YouthLine is looking for **2SLGBTQ+ youth (16-29 years old)** to join our remote HelpLine as **anonymous Peer Support Volunteers**. In this role, volunteers will support other 2SLGBTQ+ youth (12-29 years old) across Ontario by text, online chat, and email.

What We Offer

- A comprehensive 13-week online training program, designed to equip you with peer support and active listening skills, following an Anti-Racist, Anti-Oppressive (ARAO) framework, ensuring you are well-prepared to make an impact on the lives of other 2SLGBTQ+ youth
- Opportunities to connect with other 2SLGBTQ+ youth volunteers through our exclusive Discord server, online socials, and other events like film nights, workshops, and more!
- Paid opportunities to contribute to various committees or host your own skill-sharing sessions

Requirements

- Be between 16 – 29 years old
- Identify as lesbian, gay, bisexual, trans, intersex, Two Spirit, non-binary, queer, asexual, questioning, or another identity that falls within the queer and/or trans umbrellas
- Live in Ontario, Canada
- Be able to complete all independent e-learning modules and attend all group training sessions
- Access to a private space to volunteer remotely (somewhere you can take chats without someone else reading them)
- Commit to volunteering 3 hours/week for at least 1 year

LGBT YouthLine is committed to maintaining an anti-oppressive and anti-racist environment, reflecting the diverse backgrounds of the youth we support. We actively encourage applications from individuals with various lived experiences, particularly those who identify as:

- Black, Indigenous, and/or a person of colour
- Trans – especially transfeminine
- Disabled
- High-school age, and/or
- Living in northern or rural Ontario

Application Details

All chosen applicants must complete our 13-week training program, including weekly Zoom sessions **every Wednesday from 6-8 pm**, from **September 4 – November 27, 2024**

To apply, please submit the following application form by Tuesday, **August 6** at 11:59 pm:
<https://forms.office.com/r/2DGLfNpDQe>

Successful applicants will be invited to a small group interview over Zoom. **Interviews will take place between July 23 and August 15.**

About Our Training

Trainees will complete weekly independent e-learning modules and attend group Zoom sessions for discussion and practice. The schedule is as follows:

- 1-hour welcome session on September 4
- 12-weeks of training modules (1 hour of independent e-learning + 2 hours of group discussion and peer support practice over Zoom each week)
- 4-weeks following training where you will shadow current volunteers as they take chats, and collaborate on your own first chats as a peer support volunteer

Our training program will provide you with a comprehensive understanding of various topics that shape the experiences of 2SLGBTQ+ youth, and which may arise during your time on the HelpLine. The aim is not to make you an expert but to equip you with the knowledge and empathy needed to engage in these conversations comfortably. Through a mix of historical and theoretical learning, as well as practical skill development in active listening, you will be well-prepared to support your peers.

Access Note

YouthLine has an accessibility fund to support those who may need additional support (e.g. headphones, keyboards) to be able to take chats and texts remotely.

For more information on volunteering at YouthLine, please contact us at helpline@youthline.ca. All information submitted on this application will be kept confidential and accessed only by YouthLine staff. Unless otherwise requested, email will be used as the primary mode of communication.

Training Schedule

*all Zoom sessions are 6-8 PM, except the Welcome Session, which is 6-7 PM
Online coursework is done independently each week before the Zoom session.

September 4	Welcome Session
September 11	Intro to YL & Provincial Mandate
September 18	Anti-Racism & Anti-Oppression
September 25	Gender & Sexuality
October 2	Settler Colonialism
October 9	Trans Health; Resources & Referrals
October 16	Housing, Substances, Harm Reduction
October 23	Mental Health & Crisis
October 30	Abuse & Boundaries
November 6	Sexual Health; Religion & Community
November 13	Disability Justice; Relationships & Identity
November 20	Tech 101
November 27	Extra Practice Scenarios