**Menucha Helpline Application form**

As a Menucha helpline volunteer, you will be the first warm and friendly voice people hear when they call up for support, you will need to listen and reassure them and take basic information from them so that they can get the correct support.

You’ll receive training to prepare you for the role and you will have access to trained therapist to support you after phone calls if you require. Menucha will also give you regular training, one-to-one support and group supervision.

While we think our helpline roles are suitable for a whole range of people, we are particularly looking for those with the following qualities and experience:

* passionate about helping perinatal women and their families
* great communication skills
* empathetic and perceptive
* able to calm distressed callers
* able to think on your feet
* works well within a team
* emotional resilience

Being a helpline volunteer is certainly unpredictable as you will never know in advance who is calling or what problem or issue they will raise. It can also be incredibly rewarding and makes a significant difference to the lives of callers.

**FULL NAME**

**CONTACT NUMBER**

**EMAIL ADDRESS**

**What attracted you to the idea of applying for the position of helpline volunteer?**

**Describe your background and any experience and skills you have that would be useful for this role (For example: working with vulnerable groups, counselling skills, conversant in other languages)**

**Please indicate below the times and days when you are generally available**

Morning

Monday

Tuesday

Wednesday

Thursday

Friday

Afternoon

Monday

Tuesday

Wednesday

Thursday

Friday

Frequency

Weekly

Fortnightly

**Are there times when you will be unavailable: e.g. school holidays?**

**Please give the names and contact details of two people in a professional capacity (not relatives or friends) who know you well and could provide a character reference.**

**I declare that the information I have provided is correct and the best of my knowledge**

**NAME DATE**

**Applications can be sent to** **office@menucha.info** **with the subject of ‘helpline application’. Alternatively, the form can be posted to 13 Temple Gardens, Nw11 0LP.**