

Ask Yourself 4 key Questions Before You Volunteer

1. Am I eligible to volunteer?

You must be in or entering 9th, 10th or 11th grade ONLY. You can visit our website for more information about eligibility requirements.

2. Do I have the time commitment to volunteer?

Teen Line requires that volunteers cannot miss any session of the 13 week training period. Once you are through training, you must sign up for 4 shifts per month that are from 5:30pm-10:15 pm. It typically takes 6 months to a year before teens become listeners. Please make sure you have transportation to Cedars-Sinai.

3. Am I able to handle the sensitive subjects that may come up while I volunteer?

As a crisis hotline, we receive many calls regarding sensitive and potentially triggering topics. Please make sure that you feel comfortable talking about various issues on the hotline.

4. Can I take feedback and constructive criticism?

Before you are eligible to become a listener, we want to be absolutely sure that you are ready. Part of the training requirements includes completing role plays, which are mock phone calls and receiving feedback from our adult volunteers. Sometimes role plays need to be repeated to make sure you really master the skills.

"The teens who volunteer give so much to help their peers but what they gain is truly invaluable. They are fulfilled by their experience and in learning how gratifying it is to help others, they are destined to become our future community leaders."

– Elaine Leader, Ph.D.,
Founder



To find out more information about training dates or to fill out a volunteer application, please visit our website:

www.teenlineonline.org

teen line[®]
teens helping teens



CEDARS-SINAI[®]



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**Volunteer at
Teen Line**



USA & Canada
800-TLC-TEEN
(852-8336)
6:00 PM-10:00 PM, PST

Text "TEEN" to 839863
5:30pm-9:30pm PST

www.teenlineonline.org





Meet Our Teens

Why do our volunteers enjoy working at Teen Line? We asked, and this is what they had to say:

"Working at Teen Line isn't just an activity you can put on a college application or a way to get service hours for school. It's an experience that has changed me. Every time I walk in the hotline room I know that I am changing lives, and that is more than I could ever ask for."

-Ari, Teen Line Listener

"I enjoy volunteering at Teen Line because it puts life into perspective and allows you to make a difference in other people's lives."

-Mona, Teen Line Listener

"Teen Line taught me that I am not alone. It taught me that there are incredible people that want to change the world. It taught me that I, a high school student, could change someone's life for the better, that I can even save a life."

- Lilly, Teen Line Listener

Why is Teen Line a great place to volunteer?

- Gain invaluable knowledge and experience in helping others
- Work in a team-oriented environment
- Attend outreach opportunities in the community
- Receive volunteer credit
- Create lasting friendships
- Know that you are making a difference, in some cases a life-saving one.

Teen Line® Profile

Teen Line is a national teen to teen crisis hotline located at Cedars-Sinai in Los Angeles, CA.

After a competitive screening process, volunteers go through a 13-week intensive training program. Once training is completed, volunteers are required to observe the hotline a minimum of 15 times before they are eligible to become listeners. They are also required to complete at least 15 "role play" mock phone calls on specific topics in order to develop their listening skills.

Teens are given the opportunity to participate in outreach presentations to promote awareness of Teen Line as a resource.

Volunteers handle telephone calls such as:

- Suicide
- Addictions
- Child abuse
- Family problems
- Rape
- Relationship Conflicts

All teen volunteers are supervised by mental health professionals who provide support and guidance.

