

SAMARITANS

HERTS/ESSEX (WARE) BRANCH

1 Cross Street, Ware, Hertfordshire SG12 7AH
Telephone 01920 464099
08457 909090

Dear

Thank you for your enquiry about the work of our branch of Samaritans and for your interest.

We hold regular informal information evenings at the above address; please see our website for the date of the next information evening. If you would like to drop in between 7.30pm and 9.30pm to meet some of us and learn more about Samaritans' work, you are welcome to do so.

The date of our next selection day is also given on our website, and should you wish to follow through your offer of help, please complete the forms and return them to me at your earliest convenience.

The selection day gives us the opportunity to get to know you better, through discussion, interview and informal exercises. At the same time you will be able to learn more about what being a Samaritans volunteer involves. We can then decide if your qualities are appropriate for the work and you can judge if this is something you would like to pursue.

If you are accepted, the preparation course consists of twelve evening sessions followed by an opportunity to gain practical experience with the help of a mentor.

As volunteers, we try to work in an anonymous capacity. We would also ask that you stress this fact to those people you have given as referees, should you be accepted.

Yours sincerely

Celia 379
Prospective Volunteers Secretary

THINKING OF JOINING SAMARITANS? These notes may help you make up your mind

Samaritans is available 24 hours a day to befriend the suicidal and despairing. Callers may telephone, email or visit one of our centres. Samaritans listen – we do not give advice or judge. As well as listening in a crisis, we also offer callers on-going support, where appropriate, until they can manage without us.

Do I have enough time?

Most volunteers do a 3 to 4 hour shift in the centre every week. All volunteers commit to attend regular on-going training. Because of the time and commitment required many Samaritans volunteers make this their principal or only form of voluntary work.

Will my family get involved?

The support of those close to you is invaluable. However, as the work is strictly confidential you will not be able to share this with anyone who is not a Samaritans volunteer.

What qualifications are required?

No special qualifications are required. We need ordinary, friendly people over 17, who are not afraid of distress and who can be depended upon to be totally confidential and reliable. Comprehensive training will be provided.



How are volunteers selected?

There will be a selection day, including an informal interview. The interviewers are Samaritans volunteers and they will ask about your background and experience of life. They will probably ask some searching questions and you will also have the chance to ask questions of your own.

I've had a few problems myself – will you still accept me?

Your own experience may have increased your empathy and compassion but it may have left you too vulnerable to take on other people's troubles. It depends how you coped and what it did to you.

Times of duties: early morning
 late morning
 early afternoon
 late afternoon
 evening
 early overnight
 late overnight

Some comments from volunteers

"Although there's a lot of sadness there is laughter and fun too."

"Every duty is different; you never know what the next call will be."

"I'm really impressed by the support that every volunteer receives."

"I didn't expect there to be a social side to Samaritans, but I've made some good friends and really value their support and company."

"Sometimes you know that you have really made a difference to someone's life."



Doesn't it make you miserable listening to other people's problems all the time?

No. Not all callers are suicidal and volunteers get a sense of satisfaction and fulfilment from most calls. During a typical duty you are likely to take two or three calls or do one email so there is often time to chat with your co-volunteer. We don't just care about our callers, we also care about each other. Duties are enjoyable and can be fun.

I want to put something back but I'm not sure how I would cope if a caller was experiencing something that had affected my life.

By the time someone considers volunteering for Samaritans it is unlikely they have not experienced some difficulties of their own. Samaritans training enables us to help others but it also equips volunteers with skills to manage their own lives. In any case, we are very supportive of each other and you never have to face these situations alone.



Am I committed to a particular duty time?

No. We ask everyone to sign up to a minimum commitment and then we plan our rota up to 4 months in advance. You tell us when you are available and we allocate duties accordingly. If subsequently you are unable to do a duty then it is usually easy to swap with another volunteer. We also recognise that it is necessary for people to take a short break from time to time. This too can be arranged.



I am worried about the overnight duties.

Samaritans is very proud of its 24:7 service. Few other help lines are available at night and none achieve the level of service that Samaritans offers. Being available through the night is a crucial and busy part of the service. We operate split night duties and we find that this works well. Indeed many volunteers who work full time find they can do a mid-week twilight shift and, with perhaps an extra hour in bed, can enjoy a normal day.

I don't feel I have enough confidence to be a Samaritan.

Samaritans training is excellent. It is a joy to watch how new volunteers overcome their initial reserve and grow in confidence as the training continues. Samaritans is a very safe place to learn new skills. If someone is struggling with a new concept, they are supported and helped through it. We want everyone to succeed and generally they do.

Some comments from callers

"I spoke to a woman and she was fantastic. The call played an important part in my recognition of the mental state I was in at the time, i.e. not good, and my realisation of what I needed to do about it. I think Samaritans is an amazing organisation, makes me glad to be human."

"As we talked, I saw my life from a different perspective."

"Without Samaritans I don't know whether I would be here now."

"Thank you for listening. Just knowing there's someone there... it was very helpful."

"I found your email address - you guys are great."

"No one else has the time to listen."

"Thanks for all your support. It means a lot to me."



Herts and Essex (Ware) Samaritans · 1 Cross Street · Ware · Herts SG12 7AH

Local phone 01920 464099 · National 08457 909090 · www.waresamaritans.org.uk · Registered charity 259755

Application form for new volunteers **SAMARITANS**

Branch: _____

Thank you for your interest in Samaritans.

(Mr/Mrs/Miss/Ms/Other) Family name: _____

Other names: _____

Date of Birth: _____

Address: _____

_____ Post Code _____

Home tel (if any) _____ Work tel: (If convenient) _____

Mobile no: _____ E-mail address: _____

How did you hear about volunteering opportunities with Samaritans?

- Newspaper advert
- Local branch event
- Personal contact
- College/university
- Other (please specify)

For which volunteer role are you applying? (you can tick more than one)

- | | |
|---|--|
| <input type="checkbox"/> Listening | <input type="checkbox"/> Finance |
| <input type="checkbox"/> Night owl | <input type="checkbox"/> Shop |
| <input type="checkbox"/> Publicity | <input type="checkbox"/> Volunteer recruitment |
| <input type="checkbox"/> Administrative support | <input type="checkbox"/> Maintenance of branch |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Rota |
| <input type="checkbox"/> Trustee/branch committee | <input type="checkbox"/> Other (please state) |

Samaritans operate a 24 hour listening service. Listening volunteers will be asked to fulfil a agree a time expectation to regular shifts, which will usually include some anti-social hours. Bearing in mind your existing responsibilities and the needs of our callers, will this be possible for you? Yes No

Have you ever volunteered with Samaritans before? Yes No

Where and what dates _____

Reasons for leaving? _____

Application form for new volunteers - continued **SAMARITANS**

What assistance can we provide to enable your volunteering?

Are there any access requirements or special needs with which you would like support to facilitate your volunteering with us? Yes No

Do you have any health issues/problems that we need to be aware of? Yes No

Please specify

References

Please give the names and addresses of two people you would like to act as referees to support your application. They should have known you well for at least two years, and be able to make a sound assessment of your qualities.

i. Name _____

Address: _____

_____ Post Code: _____

Phone number _____ Email _____

How do they know you? _____

ii. Name _____

Address: _____

_____ Post Code: _____

Phone number _____ Email _____

How do they know you? _____

In case of an emergency (for example becoming ill during training) please give us the name and number of the person you would like us to contact.

Name _____ Phone number _____

Relationship to you _____

We thank you for your interest in our work and will contact you as soon as possible to discuss your application.

By filling in this form you agree to us holding this information for the purposes of your volunteering with Samaritans

CONFIDENTIAL

This question is subject to the provisions of the Rehabilitation of Offenders Act (1974). You are legally entitled to withhold information about convictions which may, under the Act, be regarded as spent.

Important: A criminal record will not necessarily stop you becoming a Samaritans volunteer. This will depend on the circumstances of your offences. Certain volunteer roles require a Criminals Records Check with the Criminal Records Bureau.

Do you have any prosecutions pending or have you ever been convicted at a court or cautioned by the police for any offence? Yes No

If yes, please give full details of all pending prosecutions, convictions, cautions or bind over orders including the nature of the offence, court and date of convictions and sentence

NAME (in full) _____

Signature _____ Date _____

Please place this form into a sealed envelope and return to

Equal Opportunities Monitoring Form **SAMARITANS**

To help ensure that Samaritans' recruitment procedure operates in such a way as to provide genuine equal opportunities, please complete and return this sheet with the application form. This information is held separately and is not part of the selection process.

Branch: _____

Volunteer Role Applied for _____

Name _____

Ethnic origin

White	British	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Other	<input type="checkbox"/>
	please state	

Mixed	Black Caribbean and White	<input type="checkbox"/>
	Black African and White	<input type="checkbox"/>
	Asian and White	<input type="checkbox"/>
	Other	<input type="checkbox"/>
	please state	

Asian or British Asian	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>
	Other	<input type="checkbox"/>
	please state	

Black or Black British	Caribbean	<input type="checkbox"/>
	African	<input type="checkbox"/>
	Other	<input type="checkbox"/>
	please state	

Chinese or other ethnic	Chinese	<input type="checkbox"/>
	Other	<input type="checkbox"/>
	please state	

Country of Birth _____

Educational Level _____

this information is held separately and is not part of the selection process

Gender _____

Do you consider yourself to have any disabilities? Yes No

Date of birth _____

Samaritans is committed to eliminating unjustifiable discrimination against anyone for any reason including their race, colour, nationality, ethnic or national origin, religion, sex or sexual orientation, working pattern, marital status, gender reassignment, disability, age, political opinion or family status.