



About the Organization

Sukoon: Healing of the Minds is an organization that aims to create specialized programming, increase awareness, and provide resources to strengthen the mental, physical and emotional health and wellness of our greater Minnesota community. Our goal is to provide support and resources for minds in distress as well as to bridge the gap in providing culturally informed mental health services and resources to the community. The Helpline will operate 7 PM-7 AM, 7 days a week.

Purpose of Role

A Sukoon Helpline Respondent will be a volunteer who is responsible for responding to text messages and calls via the Helpline communication platform with the purpose of providing emotional support, de-escalating crisis situations and providing appropriate referrals and resources to clients during helpline operating hours.

Schedule Details

Minimum of one 4-hour shift per week, Monday-Sunday, working remotely, nights and weekends. **We ask that all volunteers commit to volunteering for at least 9 months to value the costly training that will be provided at no cost to volunteers and to ensure success of the helpline.

Roles & Responsibilities

- Provide peer support to service users by:
 - Operating under the direction of your designated supervisor
 - Empathic listening
 - Screening for risk of suicide or harm
 - Engaging clients with active listening and validating feelings/emotions
 - De-escalating in case of a crisis i.e. anxiety or panic attack, and offering coping strategies
 - Encouraging clients to develop a safety plan or seek professional, family, community or self-support
 - Making accurate referrals to community resources and professionals
- Administrative duties as required (i.e. completing all training, maintaining strict confidentiality, charting contact notes, attending organizational meetings, etc.).
- Other responsibilities as assigned

Candidate Qualifications & Requirements

- Ability to commit to at least one 4-hour shift per week. Flexibility and willingness to volunteer extra hours are a plus.
- Have access to a personal computer/laptop with a quiet, private space and strong internet for each shift.
- Ability to attend and complete all 20-25 hours of initial training.
- Must be at least 18 years of age.
- Fluent in English (verbal and written). Additional languages are an asset.
- Strong computer navigation skills, including ability to multi-task and navigate between multiple applications.
- Experience working with helplines, customer support/service, social work, or community work (preferred).



- A genuine desire to help others in need by listening, empathizing, supporting, intervening, and empowering.
- Ability to demonstrate sensitivity and acceptance of individual experiences in addition to expressing empathy and compassion to individuals struggling with their mental health.
- Excellent interpersonal communication skills and problem solving strategies.
- Experience working with diverse populations.

Benefits

- ★ The fulfillment of knowing that you're truly making an impact in the life of every caller/texter. Despite each call being unique, the one thing that remains the same across all calls is your chance and ability to uplift someone who's struggling.
- ★ Professional and personal development. The knowledge and skills that you learn in training and put to practice as you work on the helpline will benefit you in your own professional endeavors. Whether your professional work is in the mental health field or any other field, the interpersonal communication and problem-solving skills you will hone as you interact with callers and teammates are transferable to all areas of work.
- ★ Benefit from detailed onboarding training.
- ★ A better organizational understanding if you wish to get involved further with Sukoon: Healing of the Minds and seek other roles with it in the future.

Support Provided

Before starting on the helpline, all volunteers will go through a rigorous training which will give them all the basic knowledge and skills they need to serve successfully in this line of work. Training will also include hands-on practice with simulations to develop confidence. Once a volunteer starts on the helpline, a supervisor will be on call for every shift in case of an emergency or a situation you need assistance handling. Supervisors are also there to help you do well, whether it's debriefing with you after a particularly difficult call or providing you with feedback to become a more effective counselor. Any additional support needed will be accommodated to the best of our ability.

To Apply

Fill out application form: <https://forms.gle/ruAeNq1B3eyNRRMe6>

OR email your resume to info@sukoonhealingoftheminds.org.