

SADAG VOLUNTEER BRIEFING



WELCOME



**WE ARE SO EXCITED TO SEE
YOU!**

**PLEASE INTRODUCE YOURSELF
IN THE CHAT BOX NOW**

**POST WHO YOU ARE (NAME)
AND WHERE YOU ARE JOINING
US FROM.**

ZOOM ETIQUETTE



**PLEASE SWITCH YOUR CAMERAS
ON.**

**ENSURE YOU PUT YOUR MIC ON
MUTE TO AVOID DISRUPTIONS OR
NOISY BACKGROUNDS.**

**PLEASE FEEL FREE TO POST
QUESTIONS IN THE CHAT BOX.**

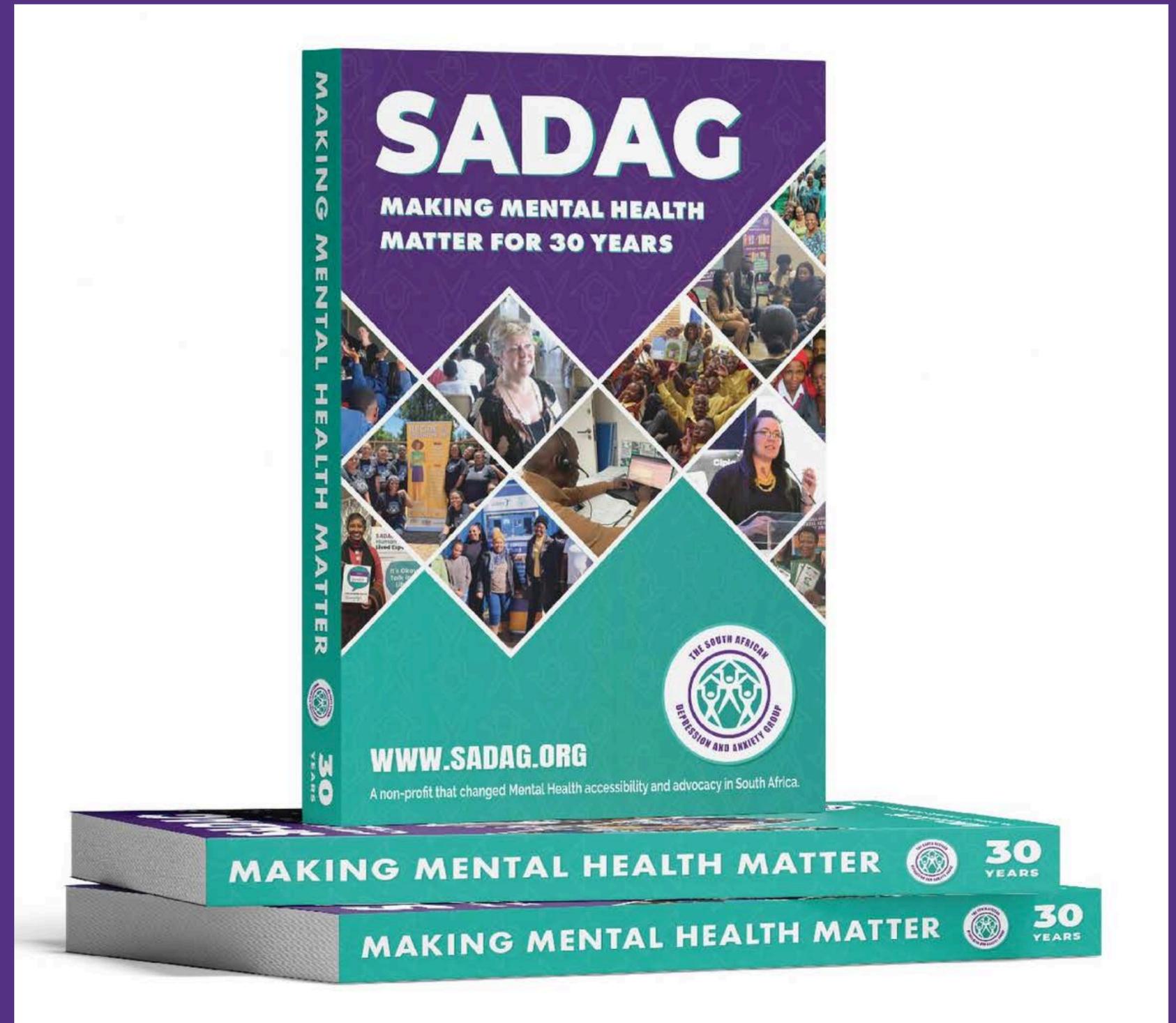
HOW WE STARTED?



Zane Wilson
Founder of SADAG



MAKING MENTAL HEALTH MATTER FOR 30 YEARS



WHAT SADAG DOES





WHAT IT MEANS TO BE A VOLUNTEER COUNSELLOR



- VOLUNTEER TELEPHONE COUNSELLOR
- 1 SHIFT (4 HOURS) PER WEEK
- 24 HOURS A DAY – 365 DAYS A YEAR
- MONDAY – SUNDAY
- COUNSEL – CONTAIN– REFER
- ALL MENTAL HEALTH ISSUES
- SUICIDE CRISIS HELPLINE
- TELEPHONE COUNSELLING, INFORMATION, REFERRALS, CRISIS MANAGEMENT



WHY WE DO WHAT WE DO



Hi please can i talk to someone who can help me I've been thinking about committing suicide everytime

HEY, I REALLY NEED HELP. I FEEL LIKE I'M DYING.

I need help with suicidal thoughts that I'm having after the discovery of my wife cheating

I don't even know what to say. Wanna die I'm going through a difficult time I need help!!!

I think i need help before my depression goes far. nothing matters to me right now im alws thinking abt suicidal no one believ me

Hello i need your help.. my son tried to commit suicide



FEEDBACK FROM CALLERS



“Morning, I feel better than yesterday and thank you for helping me understand that setbacks are just part of the journey, and nothing can stop me in achieving my goals.”

" Today I'm really feeling better - thank you"

“I do really appreciate what you guys are doing. I did not know that something as small as a phone call could change my mood for the day”

“I got the call and I spoke to xxxx, she was calm and understanding. Thank you so much”

“I wouldnt be here today if it wasnt for that Counsellor who helped me and saved my life 2 years ago.”





WHAT SUPPORT DO WE PROVIDE TO VOLUNTEERS



SADAG CARES ABOUT



Y



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HERE'S WHERE COUNSELLORS CAN GET SUPPORT

You can approach any **Supervisor** or **Member of Management** for debriefing and support

Counsellor Support Group
Every Monday and Thursday

Daily Mental Health Support, Tips and Journal via the Free **Ingage App**

Continuous learning with our frequent **Webinars, Ask the Experts, and Monthly Counsellor Meetings**

Take part in the SADAG Outreach Programmes (**School Talks, Community Containers and Wellness Days**)

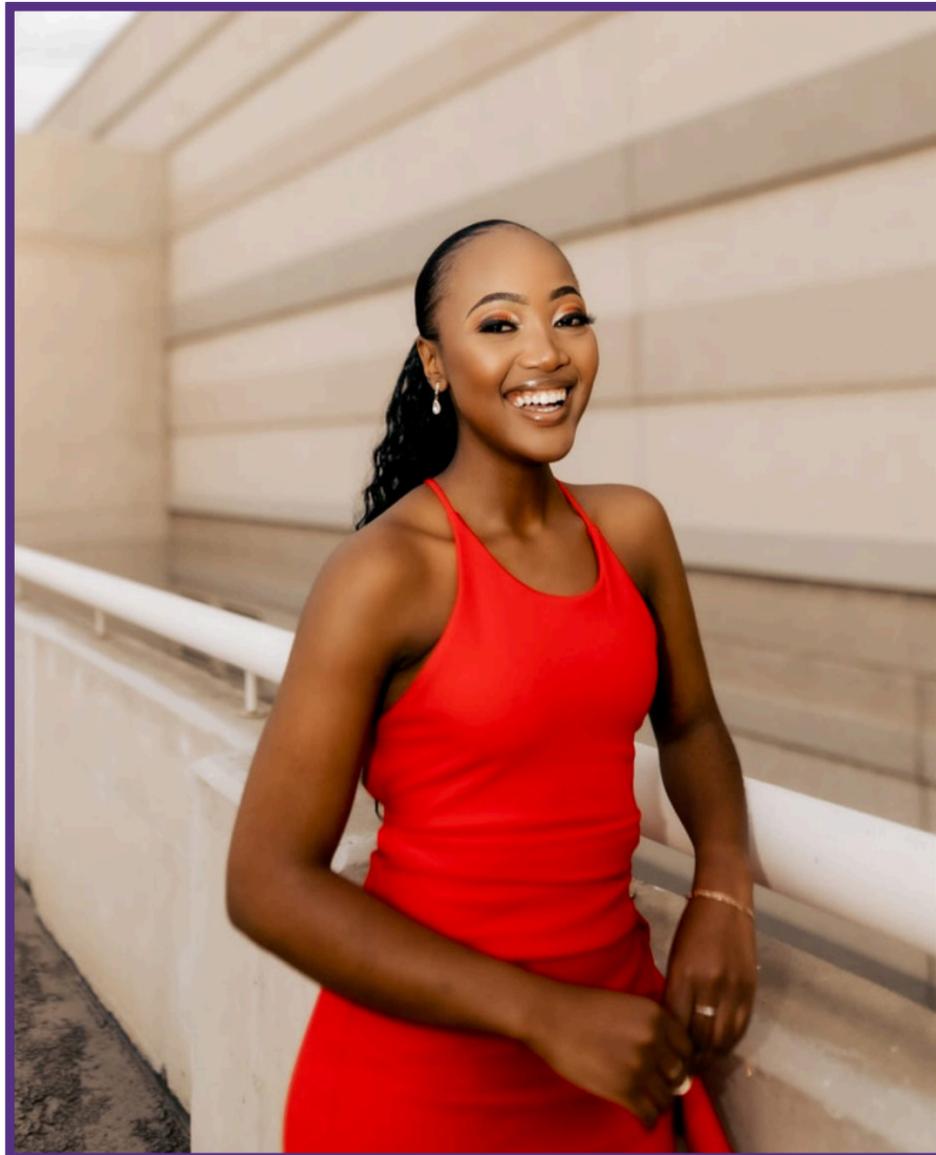
WHAT OPPORTUNITIES YOU WILL HAVE ACCESS TO



- SCHOOL OUTREACH PROGRAMMES
- COMMUNITY MENTAL HEALTH PROJECTS - COUNSELLING CONTAINERS OF HOPE
- WELLNESS DAYS & COMMUNITY MENTAL HEALTH IN ACTION
- CORPORATE MENTAL WELLNESS
- CONFERENCES, WORKSHOPS & TRAINING
- FREE TRAINING WORKSHOPS & TOP EXPERT SPEAKERS
- FUNDRAISING INITIATIVES & ACTIVITIES

MEET THE SADAG TRAINING TEAM

LEBOHANG MOKOENA
VOLUNTEER TRAINING
COORDINATOR



ANNE RAJCOOMAR
KZN CALL CENTRE
SUPERVISOR



HUIMEI LU
CAPE TOWN TRAINING
SUPERVISOR



WHAT NEXT??



YOU ARE HERE NOW

BRIEFING

INTERVIEWS

ACCEPTANCE EMAIL

TRAINING WILL BEGIN



THE TRAINING PROCESS

STEP 1: INTRO

- *APPLICATION
- *BRIEFING SESSION
- *INTERVIEW



STEP 2: TRAINING PART 1

- *THEORY PART - ONLINE LEARNING
- *FACE-TO-FACE CONNECT SESSIONS



STEP 3: TRAINING PART 2

- *ONSITE LISTENING SHIFTS
- *ASSESSMENTS
- *ONBOARDING

THE TRAINING PROCESS

STEP 1: INTRO

- *APPLICATION
- *BRIEFING SESSION
- *INTERVIEW



INTERVIEWS: WHAT TO EXPECT

- YOU WILL BE INVITED TO AN INTERVIEW WHERE WE WILL GET TO LEARN MORE ABOUT YOU.
- BE PREPARED TO DISCUSS YOUR APPLICATION IN DETAIL AND EXPECT TO ANSWER QUESTIONS ABOUT YOURSELF.
- INTERVIEWS WILL TAKE PLACE FACE-TO-FACE AND ONLINE VIA ZOOM/WHATSAPP VIDEO CALL (YOU ONLY NEED TO CHOOSE ONE).
- WE ENCOURAGE YOU TO BOOK YOUR INTERVIEW FACE-TO-FACE SO THAT YOU CAN GET TO SEE THE CALL CENTRE AND MEET THE REST OF THE TEAM.



IMPORTANT DATES - INTERVIEWS

DATE	EVENT	WHERE
02-05 JUNE 2025	FACE-TO-FACE INTERVIEWS	JHB, CT, KZN
09-12 JUNE 2025	ONLINE INTERVIEWS	ZOOM/WHATSAPP VIDEO CALL



SUCCESSFUL FOR TRAINING!





WHAT TO EXPECT DURING TRAINING



- TOTAL OF 32 HOURS WORTH OF LEARNING FOR CONNECT SESSIONS: GOING THROUGH LEARNING MATERIAL AND WATCHING RECORDINGS AND DOING SELF-ASSESSMENTS
- 4 FACE TO FACE CONNECT SESSIONS/WORKSHOPS AT SADAG OFFICES WORKING CLOSELY WITH OUR TRAINERS & COUNSELLORS
- 24 HOURS WORTH OF PRACTICAL ON-SITE TRAINING I.E. LISTENING SHIFTS
- A TOTAL OF 72 HOURS WILL NEED TO BE INVESTED TOWARDS YOUR TRAINING BEFORE YOU BECOME A SADAG COUNSELLOR.
- R300 TO COVER YOUR COST OF TRAINING (PAYABLE AT FIRST CONNECT SESSION).



WHAT TO EXPECT DURING TRAINING



DO YOU HAVE THE TIME?

- ATTEND MONTHLY COUNSELLOR MEETINGS (LAST SATURDAY OF THE MONTH VIA ZOOM).
- YOU WILL BE INVITED TO ADDITIONAL ONLINE COUNSELLOR WEBINARS, ASK THE EXPERT, EVENTS OR TALKS.
- WE WILL ADD YOU TO THE TRAINEE COUNSELLORS WHATSAPP GROUP.
- WE WILL SHARE UPDATES AND ARTICLES
- IMMERSE YOURSELF IN THE EXPERIENCE.

THE TRAINING PROCESS

STEP 1: INTRO

- *APPLICATION
- *BRIEFING SESSION
- *INTERVIEW



STEP 2: TRAINING PART 1

- *THEORY PART - ONLINE LEARNING
- *FACE-TO-FACE CONNECT SESSIONS

- 1. WE WILL BE USING A TRAINING PLATFORM (GOOGLE CLASSROOM) TO UPLOAD TOPICS THAT YOU NEED TO GO THROUGH FOR THE WEEK WHICH INCLUDES LEARNING MATERIALS AND VIDEOS FROM PREVIOUS TRAINING**
- 2. YOU NEED TO COMPLETE THE ONLINE ASSESSMENT AFTER GOING THROUGH ALL THE THEORY BEFORE ATTENDING THE NEXT CONNECT SESSION.**
- 3. THERE WILL BE FOUR FACE TO FACE CONNECT SESSIONS BEFORE TRAINING PART 2.**
- 4. YOU WILL PROCEED TO PART TWO ONLY ONCE THE ABOVE HAS BEEN COMPLETED**



TRAINING

PART 1





Home



Calendar



Teaching



To review



SADAG Volunteer Training(J...
Module 7 - SADAG 101, Basic Coun...



SADAG SGL Counsellor Train...
Module 6 - SADAG 101, Basic Coun...



SADAG Volunteer Training (F...
SADAG Listening Shifts and Trainin...



SADAG Volunteer Training (F...
Module 7 - SADAG 101, Basic Coun...



Archived classes



Settings

Stream

Classwork

People

Grades



Meet



Generate link



Announce something to your class



Class code



14ss3gpu



This is where you can talk to your class

Use the stream to share announcements, post assignments, and respond to student questions





WHAT TO EXPECT AT A CONNECT SESSION



- BE PREPARED FOR A LOT OF LEARNING, DISCUSSION AND ENGAGEMENT.
- CONNECT SESSIONS ARE ALL INTERACTIVE – YOU WILL BE ASKED TO PARTICIPATE, TALK AND DISCUSS.
- SADAG TEAM WILL DISCUSS CASE STUDIES, PRACTICAL WAYS TO HELP CALLERS & UNDERSTANDING REFERRAL PATHWAYS TO HELP CALLERS
- WE WILL ALL BE LEARNING FROM EACH OTHER.
- ASK QUESTIONS AND ANSWER QUESTIONS.
- TRAINING WILL BE INTENSE BUT VERY INFORMATIVE.

IMPORTANT DATES FOR TRAINING

DATE	EVENT	WHERE
17 JUNE	TRAINING STARTS	JHB CT KZN
24 JUNE	FACE-TO-FACE CONNECT 1	JHB CT
01 JULY	FACE-TO-FACE CONNECT 2	JHB CT
08 JULY	FACE-TO-FACE CONNECT 3	JHB CT
15 JULY	FACE-TO-FACE CONNECT 4	JHB CT
21 JULY	LISTENING SHIFTS START	JHB CT
31 AUGUST	LISTENING SHIFTS END	JHB CT

IMPORTANT DATES FOR TRAINING - KZN

DATE	EVENT	WHERE
WED, 25 JUNE	FACE-TO-FACE CONNECT 1	KZN
02 JULY	FACE-TO-FACE CONNECT 2	KZN
09 JULY	FACE-TO-FACE CONNECT 3	KZN
16 JULY	FACE-TO-FACE CONNECT 4	KZN
22 JULY	LISTENING SHIFTS START	KZN
28 AUGUST	LISTENING SHIFTS END	KZN

THE TRAINING PROCESS

STEP 1: INTRO

- *APPLICATION
- *BRIEFING SESSION
- *INTERVIEW



STEP 2: TRAINING PART 1

- *THEORY PART - ONLINE LEARNING
- *FACE-TO-FACE CONNECT SESSIONS



STEP 3: TRAINING PART 2

- *ONSITE LISTENING SHIFTS
- *ASSESSMENTS
- *ONBOARDING

1. 6 PRACTICAL ON-SITE SHIFTS WHICH ARE 4 HOURS LONG

(8AM-12PM / 12PM-4PM)

NO EVENING LISTENING SHIFTS

JHB: MONDAY - SUNDAY

CT: MONDAY, TUESDAY, THURSDAY, FRIDAY (NOT WEDNESDAY)

KZN: TUESDAY - THURSDAY

1. LISTENING IN ON CALLS:

- WORKING CLOSELY WITH COUNSELLORS**
- LISTENING TO DIFFERENT COUNSELLING STYLES**
- DIFFERENT CALLERS WITH DIFFERENT ISSUES**
- LEARNING THE REFERRAL GUIDE,**
- LEARNING THE SYSTEMS AND PROCESSES IN ACTION**



TRAINING

PART 2



1. CASE STUDIES – YOU WILL RECEIVE CASE STUDIES TO GO THROUGH DURING YOUR LISTENING SHIFT

2. ROLE PLAYS – YOU WILL BE GIVEN AN OPPORTUNITY TO PRACTICE BEING THE ‘COUNSELLOR’ USING THE SKILLS YOU WILL BE TAUGHT DURING TRAINING

3. ONGOING ASSESSMENTS AND GUIDANCE THROUGHOUT THE LISTENING SHIFTS

4. FINAL ASSESSMENT

4. PERMANENT SHIFT STARTS – CHOOSE 1 SHIFT PER WEEK



TRAINING PART 2



1. YOU WILL BE REQUIRED TO BE IN THE OFFICE ON EITHER A TUESDAY, WEDNESDAY OR THURSDAY FOR YOUR LISTENING SHIFTS AND PERMANENT SHIFT.

2. KZN OFFICES ARE CLOSED ON A MONDAY, FRIDAY, SATURDAY AND SUNDAY.



KZN

REMINDERS!!



KWAZULU-NATAL CALL CENTER



**1. CAPE TOWN OFFICES ARE CLOSED ON A WEDNESDAY, SATURDAY AND SUNDAY.
(NO LISTENING SHIFTS ON THOSE DAYS).**

2. YOU WILL BE REQUIRED TO BE IN THE OFFICE ON EITHER A MONDAY, TUESDAY, THURSDAY AND FRIDAY FOR YOUR LISTENING SHIFTS AND PERMANENT SHIFT.



**CAPE TOWN
REMINDERS!!**



CAPE TOWN CALL CENTER



SPECIAL MENTION:

ASCHP HOURS & MASTERS REFEREE REPORTS



1. SADAG DOES NOT ACCREDIT HOURS/PROVIDE REFERENCE LETTERS FOR AHPCSA/ASCHP REGISTRATION

- **SADAG ONLY PROVIDES TELEPHONE COUNSELLING OVER THE PHONE, NOT FACE-TO-FACE THEREFORE WONT GIVE ACCREDITATION FOR TRAINING OR HOURS FOR ASCHP**

2. IN ORDER TO QUALIFY FOR A REFERENCE LETTER OR MASTERS REFEREE REPORT:

- **FINISHED TRAINING PROGRAMME**
- **ON A PERMANENT SHIFT (1 SHIFT PER WEEK) FOR ATLEAST 6-12 MONTHS**

FREQUENTLY ASKED QUESTIONS:



- 1. DO I GET A CERTIFICATE AFTER TRAINING?**
- 2. WILL I GET REIMBURSED FOR MY TRAVEL COSTS TO THE SADAG OFFICE WHEN I BECOME A VOLUNTEER COUNSELLOR?**
- 3. ONCE I BECOME A SADAG COUNSELLOR, CAN I WORK FROM HOME?**
- 4. WHEN I START MY PERMANENT SHIFT, CAN I WORK THE 4PM-8PM EVENING SHIFT?**
- 5. CAN I GET A REFEREE REPORT FROM SADAG?**



PLEASE TAKE 2 MINUTES TO FILL OUT THE SURVEY:

<https://www.surveymonkey.com/r/HWFNKJ2>



FOR ANY QUERIES/QUESTIONS:

Lebohang Mokoena

Training Coordinator

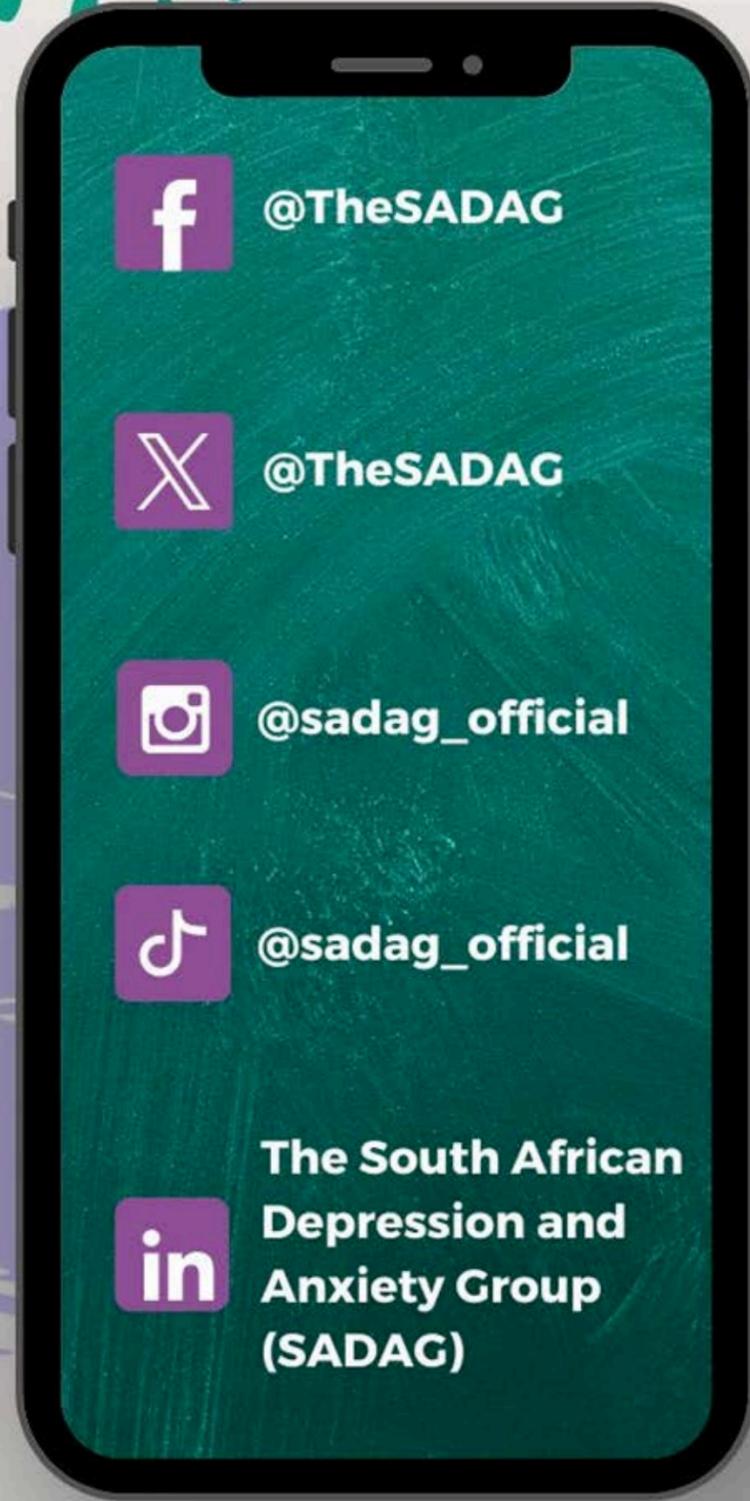
 Volunteer@sadag.org

 www.sadag.org

Making
Mental Health Matter

30
Years





SADAG SOCIAL MEDIA HANDLES



Q&A SESSION

