



childline

South Africa

☎ 08000 55 555

Postal Address  
P.O. Box 51418  
Musgrave  
4062

Tel: +27 31 201 2059  
Fax: +27 (0) 86 511 0032  
Cell: +27 (0) 82 868 3000  
Email: admin@childlinesa.org.za

NPO 035-472

[www.childlinesa.org.za](http://www.childlinesa.org.za)

**VOLUNTEER COUNSELLOR APPLICATION FORM FOR  
CHILDLINE SOUTH AFRICA NATIONAL OFFICE  
ONLINE COUNSELLING PROJECT**

\* Please note volunteers will be asked to make a minimum of a 9 month commitment to volunteering for the project during which time a volunteer will be asked to complete a minimum of one, four hour shift per week or four shifts per month, With the exception of volunteers who are employed full time, who will be asked to complete a minimum of two shifts per month. Shifts are from 2-6pm, Monday to Friday

\*\* Volunteers for the Childline National Office Online Counselling Project are **strictly Durban based**

\*\*\* MINIMUM QUALIFICATION REQUIRED FOR THIS POSITION

- Grade 12
- Diploma or studying towards a qualification in Social Sciences e.g. Social Work, Psychology, Education, Child and Youth Care work or equivalent.
- Fluency in written and spoken English
- Own transportation is required to and from shifts



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Name and Surname: \_\_\_\_\_

Residential Address: \_\_\_\_\_

\_\_\_\_\_ Code: \_\_\_\_\_

Tel (home): \_\_\_\_\_ Tel (work): \_\_\_\_\_

Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

Date of birth: \_\_\_\_\_ Age: \_\_\_\_\_

ID Number: \_\_\_\_\_ (for the purpose of criminal record check)

Do you have any dependants? If yes please give age(s):

\_\_\_\_\_

Person to contact in an event of emergency: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Tel (home): \_\_\_\_\_ Tel (work): \_\_\_\_\_



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➤ Where did you hear about Childline?

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➤ What do you know about Childline?

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➤ Do you know any existing counsellors at Childline? If yes, what is his or her name?

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➤ What is your motivation for wanting to become a Childline volunteer counsellor?

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➤ What are your expectations of Childline?

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➤ Do you like children? Please explain why.

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- Do you relate better with the pre-teens children or adolescents? Please explain why.

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- What is your attitude towards and understanding of cell phone online instant messaging? E.g WhatsApp/BBM/Imo/WeChat

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- What is your attitude towards and understanding of social interactive online community forums i.e. Facebook, Twitter, YouTube.

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- Have you been employed by or assisted any other charitable or welfare organisation? If yes, please give details and contact person and number.

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- Do you have any experience in counselling and working with children? If yes, please give details.

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- Have you had any training or experience working on a computer? Please explain.

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- What is your current occupation and how will you fit volunteering in?

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- If unemployed, how often would you be able to volunteer for us? Please bear in mind that volunteering **only** takes place between **Monday-Friday, 2pm-6pm.**

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- Are you available for training during office hours? Volunteers must be able to participate in a **5 day training course, which runs from Monday-Friday, 8am-4pm**

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- Do you think regulations and procedures are important? Why?

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- Do you believe in being assessed by a supervisor? Give reasons?

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- What do you think is the importance of teamwork?

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- If Childline could grant you one wish – to be used for the benefit of children only – what would this wish be?

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- Is there any other information that you feel we should know?

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Thank you for completing this questionnaire, we would like to reassure you that all information entrusted to Childline is kept confidential at all times.

Signed By \_\_\_\_\_

Date \_\_\_\_\_

**Once complete, please return this form along with a copy of your Curriculum Vitae and ID Copy, to [research@childlinesa.org.za](mailto:research@childlinesa.org.za) or fax it to 086 511 0032**