



# Parents Helping Parents

## Volunteer Job Description

### Parental Stress Line Counselor

At Parents Helping Parents (PHP), our mission is to empower parents to nurture children and build stronger families.

PHP provides parental support services through our Parent Stress Line and Support Groups. All services are free, anonymous, confidential, and accessible. We welcome any person seeking support in caring for a child with a specific focus on families involved with the Department of Children and Families (DCF).

Parental Stress Line Counselors respond to calls from parents, childcare providers, grandparents, neighbors, concerned older siblings, foster parents, and babysitters - anybody responsible for taking care of a child.

Over the years, callers want to discuss issues like parental stress, child development, communication, marital issues, runaway children, substance abuse, and depression. In addition to providing empathy and support, the volunteers on the Parental Support Line offer information and referral to relevant parental support services.

### Parental Stress Line Volunteer Responsibilities:

- **Administrative:**
  - Technology
    - Answer calls using our support line app
    - Track calls using our online database
  - Record Keeping
    - Complete the call record at the time of the call
- **Time Commitment**
  - Cover at least one 4-hour shift per week
  - Actively volunteer for at least 1 year
  - Participate in an initial 8-hour virtual orientation and training

## Parental Stress Line Volunteer Qualifications:

- Strong communication skills
- Strong interpersonal skills
- An ability to listen more than talk
- Comfort using technology
  - Computers
  - Tablets
  - Cell Phones
- Comfort with online databases

## Reports to:

Parents Helping Parents - Program Director of Parental Stress Line

## To apply:

[Volunteer Application - Parental Stress Line Counselor](#)