



Volunteering at Walk-In Counseling Center

ABOUT US

Walk-In Counseling Center was founded by a group of psychologists in 1969, in response to the unmet need for accessible mental health services in the Twin Cities. For the past 49+ years we have provided free mental health and crisis counseling to help thousands of people address issues of depression, anxiety, chemical abuse/dependency, trauma, domestic violence and a variety of other emotional and interpersonal concerns.

Our mission is to provide, free, anonymous, easily accessible mental health counseling to people with urgent needs and few service options. Our overarching goal is to help people stabilize during a time of crisis and move towards resolving problems before they become severe. In 2017, approximately 165 volunteer mental health professionals provided 18,000 service hours valued at \$1,115,000. The contribution of our volunteers to the community since 1969 is estimated at more than \$25 million.

We are, to our knowledge, the only mental health service in the world staffed by volunteer clinicians.

ABOUT VOLUNTEERING

We rely on the expertise and generosity of our **140+ volunteer counselors and team consultants** to deliver high quality counseling to people with urgent needs; **25+ volunteer clinic receptionists** to coordinate during clinic hours, and administrative assistants who support Walk-In during non-clinic hours. Walk-In volunteers bring passion, compassion, and dedication to their work with clients.

At our primary site in Minneapolis, volunteers work in teams of six: four counselors, a team consultant and a clinic receptionist. Off-site locations in St. Paul are staff by teams of three to four.

Some volunteers commit to a weekly schedule. Others work certain hours each month and some are substitutes. Although Walk-In emphasizes the importance of continuity in the volunteer force, different commitment options are available. **Clinic volunteers' schedules must permit a commitment to a regular (weekly or bi-weekly) evening or afternoon shift for at least 8 months.**

BECOME A VOLUNTEER

1. Visit our website (<https://walkin.org/volunteer/>) to learn more about the requirements and responsibilities of our volunteer counselors, team consultants, clinic receptionists, and administrative assistants.
2. Complete an application. (Access application at <https://walkin.org/volunteer/>.) To save the application so you can fill it out and email and/or print it, go to File, choose Save As, and save to your computer before filling it out).
3. Submit your completed application to Pang Chang, Director of Volunteers.
4. After we receive your application, you will be contacted for an interview. Additionally, clinic volunteers must pass a background check prior to volunteering.
5. Once accepted, you will be scheduled on a clinic team or an administrative assistant shift.

Questions? Contact Pang Chang, Director of Volunteers, at pchang@walkin.org or 612-870-0565 x111.



Volunteer Application

Clinic Receptionist

2421 Chicago Ave. S., Minneapolis, MN 55404 P: 612-870-056 F:612-870-4169

Instructions: Please complete this application and return it to Pang Chang, Director of Volunteers, at pchang@walkin.org, by fax or by mail at the address listed above.

CONTACT INFORMATION

Date of Application: _____	Available Start Date: _____
Name: _____	
Street Address: _____	
City: _____	
State: _____	Zip: _____
Phone: _____	Type: <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Work
Email: _____	
Date of Birth: _____	
Current Employer: _____	Position/Title: _____
Current position is: <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	Dates of current employment: _____

PAST INVOLVEMENT WITH WALK-IN

Have you ever volunteered at Walk-In Counseling Center? Yes No

If yes, in what role? _____ Dates: _____

VOLUNTEER EXPECTATIONS & EXPERIENCE

1. How did you learn about Walk-In Counseling Center?

2. Why do you want to volunteer at Walk-In? What do you expect from this experience?

3. Please check each walk-in clinic shift that you are available, and indicate your 1st and 2nd preferences.

Day	Shift Time	Frequency	Preference
Minneapolis			
___ Monday	12:45p - 5:00p	(weekly)	___
___ Monday	6:15p - 10:30p	(bi- weekly)	___
___ Tuesday	5:45p - 10:00p	(bi- weekly)	___
___ Wednesday	12:45p - 5:00p	(bi- weekly)	___
___ Wednesday	6:15p - 10:30p	(bi- weekly)	___
___ Thursday	6:15p - 10:30p	(bi- weekly)	___
___ Friday	12:45p - 5:00p	(bi- weekly)	___
St. Paul Family Tree			
___ Monday	4:45p - 8:30p	(bi-weekly)	___
___ Wednesday	4:45p - 8:30p	(bi- weekly)	___

4. Please list your current and past volunteer experience.

Agency/Program: _____ Dates: _____

Activities: _____

Agency/Program: _____ Dates: _____

Activities:

Agency/Program:

Dates: _____

Activities:

Attach a separate sheet if necessary.

CREDENTIALS & TRAINING

1. Please list any degrees held and/or expected.

Institute:

Major Field:

Degree:

Year: _____

Institute:

Major Field:

Degree:

Year: _____

Institute:

Major Field:

Degree:

Year: _____

2. If you do not have a degree in psychology, social work, or related field, please list any relevant training or coursework in the mental health field.

3. Please list any special areas of expertise or special skills (e.g. foreign language, sign language, sexual abuse counseling, chemical dependency counseling, etc.).

EMPLOYMENT EXPERIENCE

1. Please list all current and past employment during the past three years. Include part-time, temporary, and full time positions. Please list chronologically beginning with the most recent. Attach a separate sheet if necessary.

Agency: _____ Dates: _____
Mailing Address: _____
Phone Number: _____
Title: _____
Description (setting, duties): _____

Agency: _____ Dates: _____
Mailing Address: _____
Phone Number: _____
Title: _____
Description (setting, duties): _____

Agency: _____ Dates: _____
Mailing Address: _____
Phone Number: _____
Title: _____
Description (setting, duties): _____

2. Please describe any human services work (internships, field experience) not included in your employment or volunteer history.

REFERENCES

Please provide contact information for two people: one who knows you professionally and one who knows you personally

Name:

Agency/Institution:

Phone:

Email:

Name:

Agency/Institution:

Phone:

Email:

STATEMENT OF APPLICANT

All information submitted by me in this application is true to the best of my knowledge. I understand that any significant misstatement in, or omission from, this application may be cause for denial of appointment as a volunteer or cause for dismissal from the volunteer staff.

By applying for appointment to the volunteer staff of Walk-In Counseling Center, I acknowledge that I have the responsibility to read the “Ethical Guidelines at Walk-In Counseling Center” and other Walk-In Counseling Center rules and regulations. I agree to act in accordance with these ethical guidelines and any other rules or regulations adopted by Walk-In. I also recognize I am bound and held to the ethical and professional standards associated with my professional degree and license in accordance with the state board responsible for my licensure.

I authorize the Walk-In Counseling Center, its staff, and representatives to consult with persons or institutions with which I have been associated and with others, including past and present employers, who may have information bearing on my professional competence, character, and ethical qualifications. I understand that a background check is conducted as part of the hiring process for this volunteer position and consent to that action. I release from liability all representatives of Walk-In for acts performed in good faith and without malice in connection with evaluating my application and my credentials and qualifications. I also release from any liability all individuals and organizations who provide information to Walk-In Counseling Center in good faith and without malice concerning my professional competence, ethics, character and other qualifications.

I understand and agree that I will notify Walk-In Counseling Center of any changes in my job or training status, licensure, censure or sanction by professional bodies, or any other information relating to my ability to perform as a volunteer counselor.

Type name

Signature

We will have you sign this form at the time of an interview.