

SHIBA HelpLine's Basic Training: New Volunteer Orientation Pre-Work

Welcome to the SHIBA HelpLine! We're looking forward to meeting you at your first Basic Training – the *New Volunteer Orientation*.

Whether you plan to counsel, do outreach, or help with administrative work, this class will help you to better understand what the SHIBA HelpLine is, what volunteers with the SHIBA HelpLine do, and how health care coverage works.

Before you come to this class, please do the following:

1. Read the SHIBA HelpLine Volunteer Handbook (enclosed here or provided by your Volunteer Coordinator).
2. Do the activities in this handout on p. 2-5. Bring this handout with you to class.
3. If you have health care coverage, bring your insurance cards and booklets with you to class. (Note: You will **not** have to share these with anyone else.)

If you have any questions about how your health care coverage works, bring those with you as well!

4. If you or your loved ones do **not** have health care coverage, a SHIBA volunteer counselor may be able to help you! Talk to the Volunteer Coordinator about scheduling an appointment with a counselor.

If you have questions, please contact your trainer or your volunteer coordinator. And thank you for your time and volunteering with us! We are glad you're joining the SHIBA HelpLine Team!

Sincerely,

The SHIBA HelpLine Trainers






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Where do your passions and interests lie? In the chart on p. 3:

Step 1: **Highlight** the lines (across) that apply to you.
Step 2: Add highlighted "X"s for each column (down) separately.

See the example below.

EXAMPLE:






Trait:					
Likes dogs		X	X		X
Likes cats	X		X		
Likes picnic lunches	X				X
Likes tomatoes			X	X	
Likes popcorn	X	X			X
My Totals:	2	1	2	1	1

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Where do your passions and interests lie? In the chart below:

Step 1: Highlight the lines (across) that apply to you.

Step 2: Add highlighted "X"s for each column (down) separately.

Trait:					
Good listening skills		X			
Comfortable talking in public			X	X	
Good with paperwork	X				X
Enjoy recruiting others			X	X	
Good attention to detail	X	X			X
Accurate typing	X				X
Comfortable being the focus of attention				X	
Enjoy helping others learn				X	
Excellent computer skills	X	X			X
Like talking on the phone	X	X			X
Skillful in making others feel comfortable		X	X		
Good office worker	X				
Able to explain things well		X	X	X	
Can volunteer several hours some months, but not every month					X
Able to coordinate and produce mass mailings	X		X		
Strong sales skills			X		
Able to explain things well in multiple languages		X		X	
Have a lot of patience with learners				X	
Write clearly	X		X		
Good at analyzing and comparing		X			X
Not easily flustered by questions				X	
Familiar with local community and resources		X	X	X	X
Good researcher	X	X	X		X
Enjoy planning and coordinating	X		X	X	X
My Totals:					

Step 3: Now go to p. 4 to see what your answers mean.

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If on p. 3 you got mostly:	You may want to think about trying this volunteer role:
☹️ Purples	Administrative / Data Analyst
😐 Blues	Counseling
😡 Reds	Outreach
😊 Greens	Public Speaking
😄 Golds	Special Projects, i.e. reviewing draft training modules, researching local demographics, coordinating special events, etc.

When you come to class, you will get more information about each of these roles, and what they involve.