

Call for volunteers: Crisis Text Line powered by Kids Help Phone

For almost three decades, young people have been reaching out to Kids Help Phone for the support they need – but for every person we have been able to help, others have been unable to access our services. That is why we are driven to remove and reduce barriers to access and support, and to create vital, innovative, and relevant new service offerings.

Currently we are gearing up to recruit and train evening and overnight crisis responders (12am – 6am EST) who will answer texts from young people. The volunteer position is remote, meaning that crisis responders will be trained and will be able to support young people from anywhere in Canada as long as they have a strong, reliable internet connection! Crisis responders are expected to volunteer for 4 hours on a weekly basis.

Becoming a Crisis Responder is simple. Please see instructions detailed above or visit our [FAQs](#)

Step 1: Complete our [online application](#). It should take you around 30 minutes.

Step 2: Once you have been accepted into training, we will do a criminal record check and a vulnerable sector screening. (Don't worry, we will help you navigate this piece!)

Step 3: Complete 36 hours of training in 6-weeks (online & self-paced)

Step 4: Sign the crisis responder code of conduct and confidentiality policy

Step 5: Take your first shift with Crisis Text Line powered by Kids Help Phone and help support people in crisis across Canada!

For additional questions, please reach out to Sarah Benkirane, Director of Clinical Operations (sarah.benkirane@kidshelpphone.ca)