

## Seeking Peer Support Volunteers for our HelpLine!

LGBT YouthLine is looking for **2SLGBTQ+ youth (16-29 years old)** to join our remote HelpLine as **anonymous Peer Support Volunteers**. In this role, volunteers will support other 2SLGBTQ+ youth (12-29 years old) across Ontario by text and chat.

### What We Offer

- A comprehensive 13-week online training program, designed to equip you with peer support and active listening skills, following an anti-racist, anti-oppressive, and harm reduction framework, ensuring you are well-prepared to support other 2SLGBTQ+ youth
- Opportunities to connect with other volunteers through our exclusive Discord server, online socials, and other events like film nights, workshops, and more!
- Paid opportunities to contribute to various committees or host your own skill-sharing sessions

### Requirements

- Be between 16 – 29 years old
- Identify as lesbian, gay, bisexual, trans, intersex, two spirit, non-binary, queer, questioning, or any other identity that falls within the queer and/or trans umbrellas
- Live within Ontario, Canada
- Be able to complete all independent e-learning modules and attend all group training sessions
- Access to a private space to volunteer remotely (somewhere you can take chats without someone else reading them)
- Commit to volunteering 3 hours/week for at least 1 year

LGBT YouthLine is committed to maintaining a pool of volunteers that accurately reflects the diverse backgrounds of the youth we support. We actively encourage applications from individuals with various lived experiences, particularly those who are:

- Black
- Indigenous
- Transfeminine
- Queer men (including gay, bisexual, and/or trans men)
- High-school age
- Living in northern or rural Ontario
- Newcomers, immigrants, or refugees

## Application Details

All chosen applicants must complete our 13-week training program, including weekly Zoom sessions **every Wednesday from 6-8 pm**, from **September 3 – November 26**, 2025

To apply, please fill out the application form by Tuesday, **August 5** at 11:59 pm at <https://forms.office.com/r/1SEneTmbeC>

Successful applicants will be invited to a small group interview over Zoom. **Interviews will take place between July 22 and August 14.**

## About Our Training

Trainees will complete weekly independent e-learning modules and attend group Zoom sessions for discussion and practice. The schedule is as follows:

- 1-hour welcome session on September 3
- 12-weeks of training modules (1 hour of independent e-learning + 2 hours of group discussion and peer support practice over Zoom each week)
- 4-weeks following training, where you will shadow current volunteers as they take chats, and receive guidance as you take your own first chats as a peer support volunteer

Our training program will provide you with a comprehensive understanding of various topics that shape the experiences of queer and trans youth, and which may come up during your time on the HelpLine. **The goal is not to make you an expert but to equip you with the knowledge and empathy needed to engage in these conversations comfortably.** You will be well-prepared to support your peers through a mix of historical and theoretical learning and practical skill development in active listening.

## Access Note

LGBT YouthLine has an accessibility fund to support those who may need additional support (e.g. headphones, keyboards) to be able to take chats and texts remotely.

For more information on volunteering at YouthLine, please contact us at [helpline@youthline.ca](mailto:helpline@youthline.ca). All information submitted on this application will be kept confidential and accessed only by YouthLine staff. Unless otherwise requested, email will be used as the primary mode of communication.

## Training Schedule

\*all Zoom sessions are 6-8 PM, except the Welcome Session, which is 6-7 PM  
Online coursework is done independently each week before the Zoom session.

September 3	Welcome Session
September 10	Intro to YL & Provincial Mandate
September 17	Anti-Racism & Anti-Oppression
September 24	Gender & Sexuality
October 1	Settler Colonialism
October 8	Trans Health; Resources & Referrals
October 15	Housing, Substances, Harm Reduction
October 22	Mental Health & Crisis
October 29	Abuse & Boundaries
November 5	Sexual Health; Religion & Community
November 12	Disability Justice; Relationships & Identity
November 19	Tech 101
November 26	Extra Practice Scenarios

\*After training is finished, you will have the option to begin your 4 "shadow shifts" in December or in January, depending on your preference and availability.