

Become a YouthLine Peer Support Volunteer!

LGBT YouthLine is looking for **2SLGBTQ+ youth (ages 16-29)** in Ontario to join our remote HelpLine as **anonymous Peer Support Volunteers**.

Our volunteers support other queer and trans youth through text and chat. You don't need any previous experience to apply. All you need is warmth, curiosity, and a willingness to listen to others!

Who can apply

We're looking for 2SLGBTQ+ youth who:

- Are 16 – 29 years old
- Live in Ontario
- Have access to a private space for confidential chats
- Can commit to one 3-hour volunteer shift per week for at least one year

What you'll gain

- 12-week online training program
- Skills in listening and supporting peers
- Connection with other volunteers through our Discord server, online socials, workshops, and occasional in-person meetups!

How to apply

Please complete the application form by **August 3** at 11:59 pm:

<https://forms.cloud.microsoft/r/K4qwGg07Fd>

Selected applicants will be invited to small group interviews over Zoom. **Interviews will take place between August 5 and August 19.**

What training looks like

If selected into our program, you will take part in our 12-week training program. Training includes weekly Zoom sessions **every Wednesday from 6-8 PM EST**, from **September 9 – November 25, 2026**

Our training is designed to help you feel prepared and supported as a Peer Support Volunteer. You do not need to have previous peer support, counselling, or crisis experience.

Training includes:

- 12-weeks of training, including
 - 1 hour of independent online learning each week
 - 2-hour weekly Zoom sessions focused on discussion & peer support practice with real scenarios
- A 4-week mentorship period after training, where you'll shadow current volunteers and receive support as you begin taking your first chats

During training, you'll learn about topics that may come up on the HelpLine. **The goal is not to make you an expert. It's to help you feel more confident supporting your peers through active listening, practice, reflection, and community ✨**

Community focus

Youth feel most supported when they connect with someone who shares or understands parts of their experience. We aim to build a volunteer team shaped by the diversity of queer and trans youth across Ontario. We especially encourage applications from:

- Indigenous youth
- Black youth
- Trans women and transfem youth
- Queer men (gay, bi, and trans guys)
- Teenagers (16-19)
- Youth in northern or rural Ontario
- Newcomers, immigrants, and refugees

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.

Training Schedule

*all Zoom sessions are 6-8 PM EST

Online coursework is done independently each week before the Zoom session.

| | |
|--------------|--|
| September 9 | Intro to YL & Provincial Mandate |
| September 16 | Anti-Racism & Anti-Oppression |
| September 23 | Gender & Sexuality |
| September 30 | Settler Colonialism |
| October 7 | Trans Health; Resources & Referrals |
| October 14 | Housing, Substances, Harm Reduction |
| October 21 | Mental Health & Crisis |
| October 28 | Abuse & Boundaries |
| November 4 | Sexual Health; Religion & Community |
| November 11 | Disability Justice; Relationships & Identity |
| November 18 | Tech 101 |
| November 25 | 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.