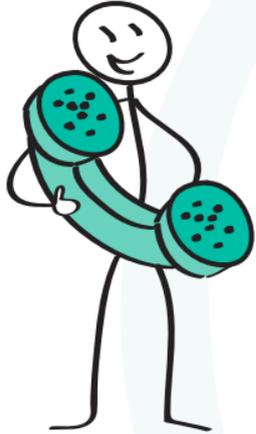


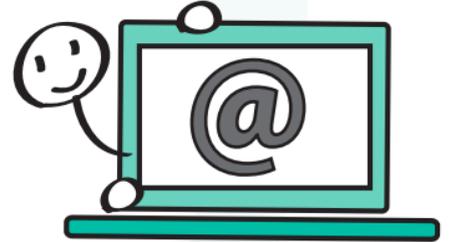
# Volunteering



**SOS Détresse**  
Help over phone and online  
anonymously and confidentially



You're interested in listening to people going through hard times,  
you are able to spend part of your time on a regular and binding basis,  
you're open-minded and non-judgemental,  
you are fascinated by psychology and human relationships,  
you like to learn new things,  
you're mentally resilient ...  
... then you've come to the right place!



**Our volunteers** come from all possible walks of life, different professions and cultural fields. The **age range** goes from approx. 25 to 75 years.

## What are we committed to?

**SOS Détresse offers help to anyone in need, anonymously and confidentially.**

Talking on the phone or writing an email is simple and straightforward for most people: there's no need to make an appointment, no need to go somewhere for support, we offer a safe place to talk about any worries without fear of what others may think.

**Every year, we receive about 4300 calls and 650 emails** from people in difficult life situations whose needs for clarification, support and personal exchange are currently not being fulfilled. Our job is to help those persons in an empathic

manner, and to support them in finding inner peace, personal strengths and new perspectives for their life.

## How do I become a volunteer?

**Regardless of whether you are interested in phone counselling or email counselling,** you will be prepared for your task in a one-year training:

The training programme features self-awareness, getting to know your own abilities and limits, but also the learning of conversation techniques and basic psychological facts.

Following the basic training, experienced volunteers will introduce you step by step to your work. A professional team will support you at any time.

## How much time must I dedicate to my volunteer work at SOS Détresse?

Besides 2-3 phone shifts or email counsellings there are regular supervisions (1-2 times a month) to assure the quality of your own work, as well as additional training sessions that will enable you to enhance your knowledge and experience in the fields of counselling.

Thus, our volunteers are expected to dedicate approximately 10-14 hours a month to SOS Détresse.



© Trueffelpix - stock.adobe.com

## What is our team culture?

SOS Détresse is marked by a high level of commitment and a kind atmosphere.

A trustful, respectful approach and mutual assistance are important values we share.

## Do you feel inspired?

We look forward to hearing from you!  
Please contact us at:

SOS Détresse  
B.P. 620, L-2016 Luxembourg

or

Email: [volunteering@sosdetresse.lu](mailto:volunteering@sosdetresse.lu)

454545.lu