

諮商中心志工服務辦法

Regulations Governing Volunteer Service at the Counseling Center

106.03.14 諮商中心會議通過

Approved by the Counseling Center Meeting on 2017.03.14

第一條 成立宗旨

Article I: The purpose

依據長榮大學諮商中心之目標與功能，推展心理衛生三級預防活動，每學年招募校內同學擔任本中心志工，中心規劃志工訓練課程，促成支持性團體，發揮同儕輔導效能，增進校內同學之心理健康。

The objective and the function of the Counseling Center at Chang Jung Christian University dictated for the advocacy of Level III preventive service of psychological health thereby the Counseling Center shall recruit students of the University to act as volunteers. The Counseling Center shall be responsible for designing the training programs for these volunteers to make them an effective support group to perform the function as a group to improve the psychological health of fellow students.

第二條 甄選原則

Article II: The principle of selection

每學年初針對全校學生開放甄選，經評估合適後錄取為志工。

All students will be invited to register as volunteers at the beginning of each academic year. Those who passed the screening process will be recruited as volunteers.

第三條 義務與職責

Article III: Obligations and Duties

一、每週至少值班二小時。

I. Each volunteer shall take shift duty of 2 hours every week.

二、參與中心所提供之志工訓練課程與集會活動。

II. All volunteers shall take part in the volunteer training program and regular assemblies of the Counseling Center.

三、負責協辦中心心理衛生推廣活動與支援其他活動。

III. All volunteers shall assist the Counseling Center in the promotion of psychological health on campus and support other activities.

第四條 專屬福利

Article IV: Exclusive Benefits

一、優先參加中心所舉辦之活動。

- I. Volunteers have the priority of participating in the activities organized by the Counseling Center.
- 二、每學期服務累計滿 28 小時經考核表現良好得記嘉獎乙次。
- II. Volunteers will be awarded by a citation after 28 hours of service in each semester on an accumulative basis with sound performance as evaluated.
- 三、服務滿一學年，每學期服務皆滿 28 小時得頒發輔導志工證書。
- III. Volunteers will be issued a certificate of volunteer work after 28 hours of service in each semester on an accumulative basis in the whole academic year.

第五條 志工訓練

Article V: Training of volunteers

- 一、行政訓練：每學期初進行志工服務基本訓練與值班規範。
- I. Administrative training: Basic training and shift duty for volunteer will be provided at the beginning of each semester.
- 二、專業訓練：每學期視情形安排課程內容，包括基本輔導諮商概念、傾聽與同理心助人技巧、人際溝通與成長、自我探索與照顧等相關課程。
- II. Professional training: The content of training will be provided in each semester depending on the actual needs, including the introduction to the basics of counseling, the techniques of listening and helping with empathy, interpersonal communication skill and growth, self-exploring and care.

第六條 值班工作事項

Article VI: Works under shift duty

- 一、協助辦理本中心活動。
- I. Assist the Counseling Center in running activities.
- 二、協助推廣心理衛生教育。
- II. Assist the advocacy of psychological health education.
- 三、其他臨時交辦事項。
- III. Perform other duties as assigned.

第七條 值班守則與規範

Article VII: Rules and Regulations of shift duty

- 一、遵守值班時間規定，依照排定班表值班。
- I. Be punctual and report to duties as stated in the roster of shift duty.
- 二、請保持敏感度，若發現前來中心之同學狀況有異或不佳，請立即通知值班輔導老師。
- II. Be sensitive and notify the counseling tutor at once on discover of unusual behaviors or poor performance of students visiting the center.

- 三、每次值班時簽到，主動詢問協助事項，並查閱值班日誌之待辦事項；值班結束後，將值班期間所完成之交辦事項及待辦事項紀錄於值班日誌並簽退。
- III. At the time of sign-in for report to each shift of duty, make inquiry on the kind of assistance required in a positive attitude and check the logbook for the tasks to be accomplished. At the end of each shift, note down the tasks accomplished and the tasks to be accomplished in the logbook before sing-out.
- 四、臨時因病或個人因素無法依班表準時值班時，須以原定值班時間前 1 小時前以電話通知，經老師同意後得以值班延後並補足時數，如未告知視同遲到或缺席。
- IV. In case a specific volunteer cannot report to duty due to illness or personal reason, notify the center at least 1 hour before the scheduled shift hours, and may make up the hours in the afterward at the consent of the faculty. If not, it shall be deemed late for duty or absent.
- 五、請假須於值班前一天以電話向中心人員請假，經核准後始得請假，或請其他志工代班、調班或另找時間補班。
- V. Volunteers may take leave 1 day prior to the scheduled shift pending on the final approval of the staff of the Counseling Center, or request another volunteer to take the shift, change the shift or make up the hours in the afterward.
- 六、若於中心接觸到任何形式之個案相關資料時，需嚴守諮商倫理之保密原則，切勿於公共場合或私下談論個案隱私。
- VI. Volunteers may access to information on cases of the Counseling Center in various forms, and shall keep the information in strict confidence under due diligence. Do not discuss or mention the privacy related to individual cases in public or privately.
- 七、使用空間與器材需先告知中心人員，經同意後瞭解使用規則始得使用。
- VII. Contact the staff of the Counseling Center in advance if it is necessary to use the space and the equipment of the center, and may use only at the consent of the center with understanding of the rules of using the space and equipment.
- 八、秉持良好服務態度協助各項事務，支援中心舉辦之活動，虛心接受指正與建議。
- VIII. Keep a positive attitude in assisting the center and support the activities organized by the center. Be receptive to the instruction and recommendation of the others.
- 九、遇任何問題、狀況或能提出更好的處理方式時，請踴躍向中心老師提出討論或建議。
- IX. In case of any problem, situation, or a better way of handling the problem or situation, propose to the faculty of the center voluntarily for discussion or give a recommendation.