

First Year Prefectural Advisors

Today's workshop:

1. Presentation: The PA role, about confidentiality, listening skills, helpful resources.
2. Questions

The PA role:

The PA role can cover many different things, but some broad responsibilities include:

1. Providing information necessary for JET participants' daily lives.
2. Providing counseling and consultation for JET participants.
3. Mediating between JET participants and their Contracting Organizations.
4. Responding to crisis situations involving JET participants (e.g. medical, legal).
5. Recording all PA activities (in an anonymous format).

Confidentiality:

1. General rule: maintain strict confidentiality.
2. When mediating, discuss with the JET participant about what information you will have to share with which people.
3. In an emergency situation, you may break confidentiality.
4. Set boundaries for yourself: Ask people to come back during work time, and refer JET participants to others for help.
5. Read the ethics section of the PA handbook.

Listening skills:

1. Establish rapport.
 2. Assessment - clarify, gain deeper understanding of the problem.
 3. Explore options and solutions.
 4. Closure and follow up.
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- ✧ Attend to the person - show them attention through body posture and eye contact
 - ✧ Paraphrase - check your understanding, and make sure they know it
 - ✧ Reflect feelings - name feelings, ask questions - do they feel regret/anger/etc.?
 - ✧ Clarify - through open ended questions
 - ✧ It's okay to not know immediately! "I'll find out, and get back to you."

Useful Resources:

- ✧ CLAIR JETLINE: 03-3591-5489 (9:00AM - 5:45PM) - Support for JETs and PAs by CLAIR PCs
www.jetprogramme.org
- ✧ AJET Peer Support Group (PSG): 0120-43-7725 (8:00PM - 7:00AM) - Listening and referral service for all JET participants, run by AJET. Website: www.psg.ajet.net
- ✧ Tokyo English Life Line (TELL): 03-5774-0992 (9:00AM - 11:00PM) - Listening line staffed by trained volunteers.
- ✧ PA Listserv - Sign up! Get information from CLAIR and communicate with other PAs.
- ✧ PA Forums (PsyBC) - Sign up to communicate with a small group of PAs online.
- ✧ CIR Website's PA Forum - Forum and a database at www.cirhomepage.org
- ✧ Prefectural websites: Information from PAs and JETs
Okinawa: <http://okinawajet.com> Hyogo: www.geocities.com/hyogo_pa

Top tips:

1. Read: GIH, PA manual, JET example contract, list of local doctors, etc.
2. You are not alone! - Ask others for help: other PAs, CLAIR PCs, CIRs, etc.
3. It's okay if you don't know - Tell people that you'll get back to them. A message with no info but a proper reply later is better than no message at all.
4. Make referrals - Direct callers to PSG, JET Line, etc.
5. Set boundaries - Make sure your own life is a priority.
6. Listen - When taking a counseling call, this is your most important job.
7. Keep records - Build up your knowledge base.
8. Your actions speak - Be professional, to build trust among JETs.
9. But also...be yourself!

Presenter Contacts

<u>オリエンテーション A - Orientation A</u>	<u>オリエンテーション B - Orientation B</u>
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