

我的心輔志工成長體驗

My psychological counseling

volunteer experience

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「心輔志工」這個名詞在我來到海巡署服役前，可說是不熟悉也從未接觸過的一個陌生領域，不過，從我去年五月底參加3天的心輔志工訓後，似乎就和這個工作結下不解之緣。在這半年的時間裡，面對及接觸許多來自各地，在不同環境下成長的弟兄，這群人中有的因為本身個性或學習能力等因素，導致在服務單位適應不良，甚至萌生自傷念頭的弟兄；然而，這些在一般人眼中的「問題人物」，如何以正確的方式去幫助他們面對的問題及心中的煩惱，卻是我們心輔志工責無旁貸的工作。所以，接下來除了要以我的認知來解釋心輔志工的涵意外，也要從受訓結束後這些日子裡的實際經驗來說明究竟要以什麼心態來看待心輔志工這個角色。

首先，我覺得心輔志工就其字面上而言，可以說成「心靈輔導志工」，意思是指專門為需要幫助的人設的一種心靈輔助，與幫助解決他們心中問題的一個輔導者，就廣義而言，是給需要幫助，有困難的人心靈層面的一種依靠；不過，既然名為「志工」，當然就是指在無利益的情況下，為社會或是人們無抱怨的付出；而從這裡也了解到一個重點就是心輔志工在執行上成效的好壞，其實和執行者本身的「心態」是有重要關係的。我覺得一個好的志工，除了要能聆聽被幫助者的感受外，也要知道從他們的話中去進一步了解他們真正的問題所在。記得當初在上心輔志工課程時，老師就曾說過志工除了要有包容、尊重、寬恕的基本心態外，當有人和你反映問題時，「聽」一定是最重要的，因為只有這樣才能了解被幫助者的想法及遭遇。就我的實際經驗來說，我遇到一些在一線單位適應不良的弟兄向我訴說他們的

knew nothing about psychological counseling before I served military service in Coast Guard Administration, until the three-day training program at the end of last May changed it; I turned into one of the psychological counseling volunteer. During the last half year, I have met and talked to many fellows who were brought up in different backgrounds and had one thing in common: disorientation. They do not fit into the service units or even have self-destructive attempt as a result of their own personalities or learning abilities. To help those so-called "difficult people" in dealing with their problems, however, is exactly the responsibility of counseling volunteers. Therefore, I would like to share how I think a counseling volunteer should be, and how I practiced this position by my own personal experience since the training program.

First of all, I would like to say, a counseling volunteer means to mentally assist those who need help to solve their problems; in a broader sense, a volunteer in this kind offers psychological guidance and dependence free of charge for the society or people. Consequently, a critical issue to determine the performance of a counseling volunteer is his or her own "status of mind". A dutiful consultant, in my regards, listens to those people in need, and, more importantly, discovers their real concerns between the lines. Back to my counseling volunteer training program, the instructors emphasized on "listening", in addition to tolerance, respect, and forgiveness, while someone asks for assistance, and this is the only way to understand his or her own thoughts and happenings. Take my own experience for example. Some fellows in operation units suffered from disorientation and



處境，每當看到他們講話時那種無助又無奈的眼神時，我便在心裡問自己可以幫上他們多少忙，而每當我聽完不同的弟兄所講的事情時，雖然不免想著這些話有多少可信度，不過，我還是會鼓勵他們如何面對問題，甚至告訴他們不能做出會讓家人難過的事情。這半年來我也會運用當初上課時所接受到的觀念去幫弟兄，然而，畢竟接觸這領域的時間還不夠長，在很多地方也自認不夠成熟，甚至處理一些事情的能力仍有待加強，但我也從中學到很多難得的經驗，至少現在的心態和當上心輔志工前的我是不同的。

海巡單位是每天24小時都要有人執勤的單位，尤其是在一線的哨所，除了面對船隻外，日常作息也是日夜顛倒的，在海巡服役的弟兄，其辛苦的地方是不足為外人道的，也因此幾乎大部分適應不良的人都是在一線單位。因此，要如何適度的幫助他們度過難關是心輔志工的任務，但「心輔」顧名思義，是從心理的層面去輔導弟兄，甚至告知他們怎麼面對往後的軍旅生涯，它是一個「助人」的志業，其意義不在改變任何環境現狀，就像有人跌倒了，你可以從旁告訴他怎麼站起來，甚至拉他一把，但最後還是得靠他自己站起來：「解鈴還須繫鈴人」，心輔志工的一個重要課題，就是告訴弟兄怎麼去做自己的主人，而非完全由別人替自己決定一切，因為到頭來很多事還是要自己去面對的。這是我當心輔志工這些日子來的感想，希望自己可以在退伍後再成長一點，也變得更成熟些。☺

(本文作者前為岸巡第六總隊勤務中隊下士)

「心靈輔導志工」，意思是指專門為需要幫助的人設的一種心靈輔助，與幫助解決他們心中問題的一個輔導者。

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unleashed their encounters to me; whenever I saw their helpless looks, I questioned myself how I could be of assistance. Regardless my doubt about reliability of their words, I encouraged them to face the problems and avoid any deeds to disappoint their families. Meanwhile, I also practiced the lessons in the training program to help my fellows. The last six months are not long enough for me to become a professional, and I am fully aware of some improvements which can be done; however, I have collected remarkable experiences. My own state of mind is totally different thanks to this counseling voluntary work.

Coast Guard institutes require manpower on duty 24 hours a day, particularly in the frontline sentry posts, where the crew works in day and night shifts to watch over for boats and rafts, and confronts more unspeakable hardship than in other units. Therefore, the frontline sentry posts gather many of the disoriented fellows, who count on counseling volunteers to overcome the difficulties. As the name suggests, nevertheless, the psychological counseling volunteers are meant to mentally "help" people and tell them how to face military career in the future. The function of psychological counseling is not to change the present status. While a person falls down, you tell him or her to stand up, you even offer a hand, but it all depends on his or her own resolution to get up. The old saying "Let him who tied the bell on the tiger take it off," still works. The main task of psychological counseling volunteers is to manifest the fact: people are their own masters, and have their destiny in control; sooner or later they need to deal with lots of matters on their own. This is what I have pondered for those days as a counseling volunteer. I shall expect to become a more independent and mature person after retirement with this precious experience. (The author is a former corporal in the Duty Company in 6th Coast Patrol Corps.)