

## BETWEEN FRIENDS VOLUNTEER POSITION DESCRIPTION

### **Crisis Line Volunteer**

**Reports To:** Director of Programs

**Classification:** Volunteer

### General Purpose and Responsibilities of Position

The Crisis Line Volunteer is responsible for responding to Between Friends' Crisis Line during her or his assigned shift and for providing crisis intervention and referrals to callers affected by domestic violence. Crisis Line Volunteers provide crisis counseling and referrals to clients, and record accurate and objective case notes/narratives. The crisis line is completely transferable and doesn't need to be answered at our office. Volunteer shifts during weekdays also include opportunities to assist in day-to-day functions of the office. Volunteers cover a weekly shift (s) between the hours of 9 a.m. to 5 a.m. Monday through Friday. Shifts are as follows: 9a.m.-12pm, 12p.m.-3p.m. and 3pm-5p.m. The shift can be answered from home, as crisis line calls can be forwarded to outside lines, after six months of answering the crisis line at the Rogers Park office.

### Knowledge and Skill Requirements

**Qualifications:** The ideal volunteer is empathic, non-judgmental, a good listener and has an awareness of the impact of domestic violence on women and children. The individual needs to value working with different populations.

**Experience:** Previous experience in crisis intervention and/or the field of domestic violence is preferred.

**Availability:** As part of the application process, volunteers should be prepared to discuss their weekly time commitment. Because of the extensive training provided for this position, volunteers must be able to commit to volunteering two three-hour shifts for at least one year.

**Licenses/Certification:** Before staffing the Crisis Line, each individual must complete the 40-Hour Domestic Violence Training provided by Between Friends, unless the volunteer has completed the 40-hour training at another Illinois Certified Domestic Violence Professional (ICDVP) approved training site.

**Computer and software knowledge:** Email access is required

### Responsibilities

- Respond to calls on the crisis line by providing support and referrals
- Regularly complete and submit documentation of services provided as requested by the Director of Programs
- Completes other duties as assigned

### Benefits

Volunteers receive free 40-Hour, state-certified training in domestic violence. Training includes crisis intervention, active listening, advocacy, criminal and civil justice, the health care system, social services, and problem-solving skills as they relate to domestic violence. This is the first step towards obtaining the Illinois Domestic Violence Professional License.

It is not the intention of this position description to limit the specific duties of this job, but rather to describe the major responsibilities and activities associated therewith at the time the position description was prepared. As the organization changes, or simply with the passage of time, the specific tasks and responsibilities that comprise any job also tend to undergo changes. Such changes may consist of additions to, reductions in, or substitutions of duties and responsibilities. This position description should be revised on an annual basis to reflect such changes.