

DIRECT SERVICES VOLUNTEER JOB DESCRIPTION

Job Title: Crisis Line Advocate Volunteer
Reports to: Residential Services Coordinators
Hours Per Week: Varies ~ will be discussed with Residential Services Coordinators

SUMMARY:

Provide crisis intervention, advocacy based counseling, and referrals for crisis callers.

DUTIES AND RESPONSIBILITIES:

Crisis Line phone coverage:

- Brief with shelter staff to prioritize work for the day
- Read worker's day log and resident fyi's
- Provide callers with crisis intervention and advocacy
- Provide callers with resources, referrals, and other requested information

Documentation of Client Contact:

- Complete Client Contact form or Tally sheet for each call
- Document items needing follow-up / pass-on to next shift
- Debrief with staff, if necessary

REQUIREMENTS:

- Complete volunteer application and interview
- Complete SafePlace New Member Training (40 hours)
- Complete Crisis Line Training at House with a minimum of 12 hours of observation (observation hours need to be completed within 60 days)
- Ongoing: Beginning the second year, volunteer must complete 30 hours of mandatory on-going direct service training each year (includes 15 hours of advocacy-based counseling, 12 hours of sexual assault training, and 5 hours diversity training)
- Meet regularly with Mentor
- Participate in annual evaluation process

SKILLS NEEDED:

- The ability to multi-task and prioritize
- The ability to work both as a team member and independently
- Basic computer knowledge (Microsoft Word, use of internet)

COMMITMENT:

- Minimum of one year in the position
- Commit to a regular schedule

Volunteer Signature

Date

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