

Volunteer Position Description: Bilingual Crisis Line Volunteer

Title: Bilingual Crisis Line Volunteer

Purpose/Objective: Provide phone-based crisis intervention services to Spanish speaking survivors of domestic and sexual violence, stalking, and human trafficking.

Description: Bilingual Crisis Line Volunteers (BCLVs) answer calls on InterAct's 24/7 crisis lines. BCLVs use active listening skills, offer counseling and advocacy, and provide resources, referrals, and information, as needed or requested by survivors. BCLVs provide crucial support to survivors in crisis, thereby helping InterAct fulfill its mission of saving lives, rebuilding lives, and securing safer futures.

Volunteer Duties:

- ❖ Provide supportive, trauma-informed crisis response (including, but not limited to, crisis counseling, safety planning, and providing educational services) to individuals impacted by domestic and / or sexual violence through InterAct's dedicated Spanish crisis line by communicating in a clear, compassionate, and non-judgmental way.
- ❖ Triage incoming calls and patch calls to counselors
- ❖ Assist the Bilingual (Spanish) team with follow up calls (*If spoken language is Spanish*)
- ❖ Assist Hispanic clients file for Domestic Violence Protective Orders (50Bs) and No Contact Orders (50Cs) (*If spoken language is Spanish*)
- ❖ Make appropriate referrals to both internal and external services, as needed, for clients reaching out to the crisis lines for support.
- ❖ Respond to calls from law enforcement and medical staff to address the immediate needs of survivors in our community.
- ❖ Maintain strict adherence to InterAct's policies, procedures, professional standards of conduct, and codes of ethics and those that govern applicable fields of human service practice.
- ❖ Document all client interactions in an appropriate and timely manner.

Skills:

- ❖ Ability to communicate clearly, compassionately, and in a nonjudgmental manner with clients.
- ❖ Ability to implement agency services in a trauma informed manner.
- ❖ Solid grasp on the complexities of domestic and sexual violence and be able to refrain from any victim-blaming or shaming to which survivors are already vulnerable.
- ❖ Must demonstrate maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- ❖ Ability to handle crises and function at a high-level during crisis situations.
- ❖ Ability to understand and address the specific needs of marginalized communities – that is, be able to understand how various identities and intersections affect a

- survivor's experience - and respond appropriately.
- ❖ Ability to effectively solve problems and resolve conflict.
- ❖ Excellent interpersonal skills.
- ❖ Ability to integrate feedback from a supervisor to promote positive changes.

Qualifications:

- ❖ Must be at least 18 years old.
- ❖ Must be committed to violence-free relationships and ending the cycle of violence in our community.
- ❖ Must have reliable transportation.

Key Responsibilities:

- ❖ Sign up for at least one 4-hour shift per week, (9a-1p; 1p-5p M-TH)
- ❖ Must be able to commit to the role for at least 12 months.
- ❖ Provide empowerment-centered counseling and advocacy.
- ❖ Collaborate with staff to provide appropriate support to clients calling in.
- ❖ Handle crises calmly and maturely.
- ❖ Be a team player with staff, interns, and fellow volunteers.
- ❖ Alert your supervisors when assistance or additional training is needed.
- ❖ Completion and documentation of 20 hours of continued education (CE) training per fiscal year (July 1 – June 30), including 5 hours of anti-racism training.

Training & Support:

- ❖ Over 20 hours of onboarding training covering topics such as the Neurobiology of Trauma, Boundaries and Self-Care, Cultural Competence, Domestic Violence 101, Sexual Violence 101, Legal Topics and Considerations for Survivors, and more.
- ❖ At least 4 consecutive shifts of in-person onboarding training. Shadowing and role plays are included within in person onboarding process.
- ❖ Monthly and quarterly volunteer meetings to discuss best practices, legislative updates, case scenarios, and more.
- ❖ Consistent supervision and support from Associate Director of Crisis Intervention Services, Crisis Line Coordinators, and Crisis Line Counselors
- ❖ Ongoing 1:1 supervision with the Volunteer or Crisis Line Coordinator(s), as needed.

Location and Hours: All Crisis Line Volunteers complete their shifts in-person at InterAct's offices - 1012 Oberlin Road, Raleigh NC. Crisis Line Volunteers can sign up for shifts Monday-Thursday from 9a-1p or 1p-5p.

Supervisory Staff:

- ❖ Associate Director of Crisis Intervention Services
- ❖ Volunteer Coordinator
- ❖ Crisis Line Coordinator