

Volunteer Position Description: Crisis Line Volunteer

Title: Crisis Line Volunteer

Purpose/Objective: Provide phone-based crisis counseling to survivors of domestic violence and sexual assault.

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

Skills/Qualifications:

- ❖ Must be at least 18 years old.
- ❖ Must have reliable transportation. However, during COVID-19, volunteer shifts are remote and *transportation is not needed at this time*.
- ❖ Must be able to electronically fill out forms and enter client information into our online database; proficiency in Microsoft Office and Google Suites is preferred.
- ❖ Must be able to use active listening skills to gain an understanding of clients' needs.
- ❖ Must be able to communicate clearly, compassionately, and in a nonjudgmental manner with clients.
- ❖ Must have a 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 be able 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.

Key Responsibilities:

- ❖ Sign up for at least one 3-hour shift per week, during weekdays or evening hours.
- ❖ Be consistently and fully available for the entirety of your shifts to take calls.
- ❖ 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.

Training & Support:

- ❖ Twenty-hour core training covering many in-depth topics: Domestic Violence 101, Sexual Violence 101, Legal Topics, Crisis Counseling, and more.
- ❖ Quarterly volunteer meetings to discuss best practices, legislative updates, case scenarios, etc.
- ❖ Per a mandate from the NC Council for Women, CLVs proactively engage in 20 hours of continuing education each fiscal year (July 1-June 30).
- ❖ Ongoing supervision from staff, as needed or desired.

Location and Hours: Typically, volunteer shifts occur on-site. However, during COVID-19, *training and volunteer shifts are fully remote.*

Supervisory Staff:

- ❖ Tara Corbett, FJC Volunteer Coordinator & Clinical Supervisor
- ❖ Kyrsten Rice, Crisis Line Coordinator