

**Advocates for a Violence-Free Community  
Crisis Line Volunteer Job Description**

**Primary Functions:**

Crisis line volunteers provide crisis intervention, emotional support, information, referrals and emergency needs to victims of domestic and sexual violence as well as their family and friends.

**Primary Duties and Responsibilities:**

1. Provide crisis intervention when requested by law enforcement and take calls from 24/7 hotline.
2. Complete a call report sheet online and send to VSC immediately after calls.

**Requirements of Positions:**

1. At least 18 years old
2. All volunteers must pass a criminal background check and informal interview with the Victim Services Coordinator.
3. Complete volunteer application form complete with references.
4. Must sign a confidentiality statement, agree to all terms of the confidentiality agreement and personally commit to keeping the confidentiality of all AVFC locations and clients at all times.
5. Must support and follow all guidelines, policies and procedures associated with AVFC.
6. Attend and complete 16 hour DV training and 14 hours of SA training as well as all other training requirements.
7. Complete 6 hours of on-going training during a calendar year
8. Attend volunteer meetings
9. Will be evaluated once per year by VSC. Volunteers will also be asked to evaluate Advocates staff.

**Qualifications for Positions:**

1. Willingness to work within guidelines, policies, standards and mission statement of AVFC.
2. Awareness of and sensitivity to cultural/ethnic differences and/or willingness to learn.
3. Ability to work in stressful environments
4. Ability to work in a team and accept guidance and direction from staff members.
5. Experience with diverse cultures, languages and situations.
6. Willingness to learn, listen and be open minded when working with victims/survivors.
7. Bilingual abilities highly desirable but not mandatory.

**COMMITMENT:**

Crisis volunteers must make an initial one-year commitment to the rotating on call schedule and are responsible for 4, 12 hour shifts per month. (On call shifts are from 7:00 p.m.-7:00 a.m. and 7:00 a.m.-7:00 p.m. Seven days a week). Volunteers are allowed full flexibility in scheduling on call shifts. Advocates fully recognize that burnout is a real issue in today's world and in this line of work. We encourage volunteers to take time off as needed for self-care.