

Crisis Line Volunteer/Intern Expectations

Contact: Whitney Zeigler, Crisis Services Coordinator, whitneyz@866uswomen.org

Time commitment: We ask for a 1 year commitment, six hours per week (Volunteers on the swing and overnight shifts answer the crisis line from their home or cell phone)

Our mission:

To provide crisis intervention and counseling, information/referral, and support services to crisis line clients. To support the mission of ADVCL to help American victims of domestic violence overseas make informed decisions about the abuse in their lives and in the lives of their children through intervention and education. To support staff with crisis-related research for clients and maintaining our client records.

Responsibilities:

- Answer crisis lines at home or in office.
- Make appropriate referrals to internal and external services.
- Completion of confidential case management forms (keeping accurate records).
- Do research for clients' specific needs when necessary.
- Help maintain the confidential client records.
- Complete research projects and outreach mailings.

Qualifications:

- Complete the required ADVCL training in full (some sessions can be waived if you have previous training or experience working with survivors of domestic violence)
- Be supportive of agency philosophies and mission statement.
- Adhere to all agency policies and procedures.
- Be able to schedule crisis line shifts for one full month in advance.
- Attend 2-hour monthly volunteer meetings.
- Have good listening and communication skills.
- Be able to work with minimum supervision.
- Be able to maintain confidentiality and work with clients around sensitive issues.

Benefits:

Have a positive impact on the world and our community by providing support services to survivors of domestic violence and their friends and family members. Work with equally dedicated volunteers and staff.

Training Schedule:

ADVCL offers a free, 30-hour comprehensive training on domestic violence and crisis intervention. The trainings will take place in downtown Portland (the location will be revealed once you have been formally accepted as a Crisis Line Volunteer Advocate), which is easily accessible by public transportation. The Fall 2006 schedule is as follows:

Wed. Nov 1, 6-9pm
Sat. Nov. 4, 9am-4pm
Mon. Nov 6, 6-9pm
Wed. Nov. 8, 6-9pm
Mon. Nov. 13, 6-9pm
Wed. Nov. 15, 6-9pm
Sat. Nov. 18, 9am-4pm
Tue. Nov. 21, 6-8pm Monthly volunteer meeting

Crisis Line Shift Scheduling:

Crisis line volunteers schedule shift for the upcoming month at the monthly volunteer meeting, signing up for a minimum of 6 hours per week.

Crisis line shifts are Mondays 9am through Fridays 11pm:
9am-3pm or 11am-5pm (Day)
5-11pm (Swing)
11pm-6am (Overnight)
6am-9am (Two 3-hour shifts per week)