



## **HelpLine Volunteer**

### **POSITION SUMMARY:**

Volunteer work will consist primarily of offering emotional support and information and assistance on a 24-hour crisis and information line.

### **QUALIFICATIONS:**

- Must be 18 years of age or older
- Must be on time for all scheduled shifts
- Individual must provide a high level of confidentiality when dealing with callers
- Must pass Criminal Background Check

### **ESSENTIAL FUNCTIONS:**

- Offer emotional support, information and assistance on a 24/7 crisis hot line.
- Provide callers with a safe and confidential connection to sexual assault services (Sexual Assault Victim Services), domestic violence services (Dunn House Services), and other community resources.
- Respond to a wide variety of issues including; suicide, domestic violence, sexual assault, housing and financial assistance, reassurance and community resources.
- Deal with sensitive issues in a pleasant and professional manner and maintain a non-judgmental attitude.
- Interact positively with the public and other volunteers.

### **TIME COMMITMENT:**

- After training is completed, we ask for a minimum 6 month commitment with at least one 4 hour shift per week.
- Volunteer shifts are available 7 days a week
- Attend HelpLine in-service trainings as offered