

## **CENTER FOR WOMEN IN TRANSITION**

**POSITION TITLE:** After Hours Help Line Volunteer

**PREPARATION:** Complete 21 hours of New Entry Training

**SUPERVISOR:** Crisis and Supportive Services Coordinator

**SUMMARY:** To provide crisis intervention services to victims/survivors of domestic violence and sexual assault who make contact during business hours. Dealing with victims of domestic violence or sexual assault requires an individual who can: differentiate between their own personal values and beliefs and the needs of the victim; maintain emotional stability while also being empathetic, to build a trusting relationship with victims.

**Agency Mission Statement:** The Center for Women in Transition's mission is to respond to, reduce, and prevent domestic and sexual violence against women. This mission will be achieved through education, collaboration, and advocacy with crisis and supportive services to victims and survivors.

### **SPECIFIC ACTIVITIES:**

1. Assume responsibility for covering a designated shift which includes being available by phone (on-call) on scheduled days from 5:00 p.m. until 9:00 a.m. during the work week and 24 hours on weekends or as agreed upon.
2. Provide crisis intervention and assistance by phone during on-call hours.
3. Transport victims/survivors to shelter when necessary; be available during your crisis shift to provide transportation for shelter clients on an emergency basis (i.e., hospital, another dv shelter as needed for safety).
4. Provide information and referral to those who need other community services or do not meet Center for Women in Transition's eligibility criteria.
5. Advocate with other agencies when needed and appropriate.
6. Adhere to Center for Women in Transition's strict confidentiality policy; guidelines and philosophies.
7. Keep Center for Women in Transition staff informed about clients, both by phone and by completing necessary volunteer paperwork.
8. Maintain awareness of necessary information to be effective in crisis intervention.

### **GENERAL STAFF EXPECTATIONS:**

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.

- Participates in maintaining policies, procedures and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protects client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both verbally and in writing, with other staff and with other organizations.
- Participates in staff meetings, team meetings, staff retreats and other planning opportunities.
- Develops personal goals to continue to upgrade knowledge and credentials and implements a plan to achieve those goals.
- Participates in training, continuing education, and other skill development opportunities to further enhance job-related skills and abilities.
- Participates in community presentations and public relations opportunities to further expand the visibility of the agency, its vision and priorities.
- Represents CWIT on community committees and participates in community groups and activities which promote and enhance the services available to clients in the community.
- Supports agency activities such as public events and fundraising activities.
- Supports systems change activities to improve systems with which agency clients interface.
- *Participates with other agency staff in being aware of emerging needs within the community and the client population, developing of an agency vision, and working toward continuous quality improvement.*

#### PHYSICAL REQUIREMENTS: