

## **Southside Survivor Response Center, Inc.**

### **Crisis Line Specialist (CLS) - Volunteer**

This volunteer position exists to provide hotline coverage outside of normal business hours, and does not provide employment benefits.

**Role:** To answer calls for the CONTACT HELPLINE and make daily well-being calls to reassurance participants.

#### **Responsibilities:**

- Interact with callers, reassurance participants, community professionals, Volunteer and fellow CLS' in a respectful, courteous, and compassionate manner.
- Provide crisis intervention, non-judgmental listening, and resource referrals as needed to callers.
- Follow policies and procedures in compliance with Southside Survivor Response Center, Inc. Code of Ethics.
- Maintain confidentiality of callers with the only exception being safety concerns in life-death situations of callers, CLS' or others. At that time CLS will notify police through 911 and/or other proper authorities.
- Maintain anonymity with regard to personal information of self, other Crisis Line Specialists and location of the Center.
- Refrain from outside contact with callers.
- Seek support from the Director of Operations regarding disturbing calls that include suicide, abuse, and violence.
- Participate in agency activities and continuing education events.
- Follow agency guidelines related to the CONTACT Reassurance Program.

#### **Qualifications:**

- Must be 18 years of age.
- Completion of CONTACT Training.
- Good oral and written communication skills.
- Comfortable and willing to learn iCarol computer system for entering call reports.

#### **Training Requirements:**

- Complete a total of 44 Hours of CONTACT Training, including:
  - 28 Hours of Class Room Instruction, Self-Study or Computer Based Training
  - 16 Hours of Phone Room Apprenticeship
  - Reading of Course Assignments from *Crisis Intervention Manual* and related handouts.
  - Viewing of YouTube Videos and mentoring if classes are missed.

**Benefits:**

- Receive CONTACT Training in aspects of crisis intervention, sexual and domestic violence, and suicide intervention.
- Acquire active listening skills and other valuable life skills for personal growth.
- Gain knowledge of area community resources.
- Service with dedicated volunteers.

*I have read the above position description and the attached code of ethics and agree to the responsibilities, qualifications and training requirements listed.*

*Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

Volunteer Coordinator Signature \_\_\_\_\_ *Date:* \_\_\_\_\_

Executive Director Signature \_\_\_\_\_ *Date:* \_\_\_\_\_