Job Title

Domestic Violence (DV) Hotline Volunteer

Job Type

Volunteer/unpaid

Purpose

To provide crisis intervention counseling, advocacy, information, and referral services to survivors of domestic violence and to secondary survivors of domestic violence.

Responsibilities

- Make at least a one-year commitment to the CSC DV Hotline program
- Schedule hotline shifts at the CSC in minimum three-hour blocks (hotline shifts available Monday-Friday, 9am-5pm)
- Work with all survivors and secondary survivors of DV regardless of their religion, race, age, gender and/or sexual orientation
- Answer hotlines
- Provide crisis counseling
- Assist clients in making, creating, and implementing safety plans
- Provide clients with information and referrals to outside agencies and services
- Arrange for emergency shelter
- Arrange for legal consultations with CSC attorneys
- Provide information to clients regarding police, probation, Family Court, Justice Court, and Support Court

Qualifications

- 18 years of age or older
- Background check required
- Must successfully complete the CSC 30-hour training course and score an 80% or higher on the written exam
- Must demonstrate a fundamental grasp of crisis counseling skills
- Must successfully complete an Exit Interview with the program supervisor
- Must work in a manner that is supportive of the CSC analysis of gender-based violence
- Must be reliable
- Required to sign Confidentiality Form

Location

Once the DV Hotline Volunteer is trained and has been approved to take calls, the volunteer will take calls at the Center for Safety and Change main office.
<table>
<thead>
<tr>
<th><strong>Reports to</strong></th>
<th>The Deputy Executive Director of Human Resources and Non-Residential DV Services</th>
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<tbody>
<tr>
<td><strong>Hours</strong></td>
<td>Flexible. Three-hour shifts available Monday-Friday, 9am-5pm</td>
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<td><strong>Duration of Assignment</strong></td>
<td>Ongoing and year-round</td>
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<td><strong>Training Provided</strong></td>
<td>Candidates must complete an intensive 30-hour training course taught by the CSC. Candidates must also score 80% or higher on the course written exam and successfully complete an Exit Interview with the program supervisor.</td>
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<td><strong>Annual Evaluation</strong></td>
<td>In order to continue volunteering, DV Hotline Volunteers are evaluated annually regarding their performance.</td>
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