



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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.

Reports to	The Deputy Executive Director of Human Resources and Non-Residential DV Services
Hours	Flexible. Three-hour shifts available Monday-Friday, 9am-5pm
Duration of Assignment	Ongoing and year-round
Training Provided	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.
Annual Evaluation	In order to continue volunteering, DV Hotline Volunteers are evaluated annually regarding their performance.