

# womenspace

## END THE SILENCE

**Job Title:** Crisis Line Volunteer Advocate

**Department:** Support Center

**On-Site Supervisor:** Volunteer Coordinator / Crisis Line Manager

**Location:** 1577 Pearl Street, Eugene

**Hours:** 4 hrs/week minimum. One year minimum commitment.

Staff the crisis line for a weekly four hour shift. Work as part of a team to serve callers through empathetic listening, crisis intervention, and information/referral.

### **Essential Duties and Responsibilities:**

- Answer calls to the crisis line, including calls for information and referral questions, calls for empathetic listening, and calls for crisis intervention
- Work with staff and other volunteers to strategize and provide accurate and relevant information to callers
- Reliably and accurately complete required documentation for each call
- Maintain current training and information necessary to providing crisis line services with agency support
- Stay in regular contact with Volunteer Coordinator and check in frequently about experiences on crisis line
- Arrive reliably and punctually for shift
- Treat staff and other volunteers with respect, courtesy, and professionalism
- Receive and act on constructive criticism
- Demonstrate comprehensive understanding of the dynamics of IPV
- Demonstrate comprehensive understanding of Womenspace services, policies, and procedures
- Ask questions when something isn't fully understood
- Always treat callers respectfully and appropriately
- De-escalate emotional calls without becoming emotionally escalated

### **Knowledge, Skills and Abilities:**

- Knowledge and ability to practice cultural humility in a multicultural environment.
- Knowledge of and commitment to continual learning in the areas of oppression and privilege.
- Experience in crisis intervention and ability to utilize a calm approach to crisis situations.
- Ability to work independently, multi-task and prioritize work appropriately.
- Highly skilled in oral and written communication and active listening.
- Ability to demonstrate survivor-led communication and interaction.
  
- Ability to manage self-care; Balance work and personal life effectively.
- Ability to give and receive positive and constructive feedback.

- Must be well organized, creative, empathetic and people oriented.
- Familiarity with community partners and the importance of community collaboration.
- Experience in appropriately managing confidential information.
- Ability to use Microsoft office Programs: Word, PowerPoint, Excel, Outlook
- Ability to use office equipment (copier, fax, multi-line phone, etc).

**Qualifications:**

- Pass background check.
- Ability to commit to sufficient shadowing to gain the knowledge, skills, and abilities listed above
- Approval of Volunteer Coordinator and Crisis Line Coordinator
- Successful completion of Womenspace 32-hour training
- Written and spoken bilingual fluency in English/Spanish preferred
- Commitment to Womenspace Mission.
- Successful completion of the Womenspace training program within the last 3 years or active employment (includes the 32-hour DHS training and on site shadowing)