

**Job Title:** Crisis Line Volunteer Advocate

**Department:** Crisis and Support Center - Intimate Partner Violence (IPV) focused

**On-Site Supervisor:** Crisis Line Manager

**Location:** 1577 Pearl Street, Eugene

**Hours:** Minimum 4 hours weekly. One year minimum commitment

**Essential Duties, Responsibilities and Attitudes:**

Answer calls to the crisis line, responding with information, referrals, empathic listening and crisis intervention as required

Strategize with team members where necessary to ensure a high level of service for callers

Reliably and accurately complete required documentation for each call

Participate in improvement projects, such as updating Womenspace resource manual

Be punctual when arriving for scheduled shifts

Respect and uphold Womenspace mission, vision and values

Give and receive feedback and correct behavior when necessary

Learn about and work collaboratively with community partners

Ask questions when something isn't fully understood

**Knowledge, Skills and Abilities:**

Knowledge and ability to practice cultural humility in a multicultural environment

Commitment to continuous 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

Highly-developed listening skills

Ability to demonstrate survivor-led communication and interaction

Ability to manage self-care and balance work and personal life effectively

Ability to de-escalate emotional calls without becoming emotionally escalated

Aptitude for empathy

Organized and efficient

Experience in appropriately managing confidential information

Ability to use Microsoft office Programs: Word, PowerPoint, Excel, Outlook

Ability to use general office equipment, such as copier, fax and multi-line phone system

Demonstrate comprehensive understanding of the dynamics of IPV

Demonstrate comprehensive understanding of Womenspace services, policies, and procedures

**Qualifications:**

Pass background check.

Ability to commit to sufficient ongoing training to gain and enhance the knowledge, skills, and abilities listed above

Approval of Crisis Line Manager

Successful completion of Womenspace 32-hour training

Written and spoken bilingual fluency in English/Spanish preferred

