

# womenspace

## END THE SILENCE

**Job Title:** Crisis Line Intern (Unpaid)

**Department:** Support Center

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

**Location:** 1577 Pearl Street, Eugene

**Hours:** As required by college program. 2 hrs/week minimum.

### **Summary:**

Learn to staff the crisis line as an advocate. Work as part of a team to serve callers through empathetic listening, crisis intervention, and information/referral.

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

- Work with Crisis Line Manager on enhancing advocacy skills
- Work with Crisis Line Manager on creating and implementing team projects
- 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 volunteers to strategize and provide accurate and relevant information to callers
- Maintain current training and information necessary to providing crisis line services with agency support

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

- Knowledge of and commitment to continual learning in the areas of oppression and privilege. Ability to practice cultural humility in a multicultural environment.
- 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.
- Must be well organized, creative, empathetic and people-oriented.
- 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.
- Approval of Volunteer Coordinator and Crisis Line Coordinator
- Commitment to Womenspace Mission.

### **Application Process:**

- Apply online through Applicant Pro. Find instructions at [womenspaceinc.org/connect/volunteer](http://womenspaceinc.org/connect/volunteer)
- Send internship requirements to [pennys@womenspaceinc.org](mailto:pennys@womenspaceinc.org)