



Crisis line volunteer

Job description

Offer support, information and active listening to the callers. Most callers are sexual assault victims and survivors of sexual abuse or incest. Relatives, professionals and community organization workers may also use the crisis line for support or information.

Advantages for the volunteer

- o Interact with other people that have the same interests.
- o Networking.
- o Develop active listening skills.
- o Obtain work experience.
- o Learn about violence against women, sexual assault and incest.
- o Have the feeling of being helpful.
- o Take part in a specialized and hands-on training.
- o Take part in an enriching experience.
- o Receive a letter of recommendation upon completion of your commitment.
- o Flexible hours; evenings, nights and week-ends.

Volunteer's responsibilities

Commitment

- o Take part in the 35 hour training session.
- o Take part in continuing education opportunities.
- o Take 4 shifts each month for a minimum of 6 months.
- o Take part in the monthly volunteer's meeting.
- o Respect protocols and the Center's philosophy.
- o Respect the Centre's instructions.
- o Communicate regularly with assigned support staff.
- o Have efficient and respectful communication with the staff and others volunteers at the Centre.

Tasks

- o Update and submit statistic sheets.
- o Answer the crisis line and offer active listening.
- o Report to the designated back-up.
- o Discuss the calls with the team.

Restrictions

- o Respect the confidentiality of individuals who seek help from the Centre.
- o Respect and maintain the confidentiality of employees and others volunteers.
- o Do not share personal and confidential information with callers.
- o Do not give any information about the Centre.
- o Do not reveal the exact address of the Centre.
- o Never contact a caller.
- o Act with diligence in crisis situations.