

# Crisis Line of Central Virginia

## Crisis Line Intern Position

**Position:** Crisis Line Intern

**Role:** To answer calls at the Crisis Line Agency and to provide non-judgmental listening, support, and intervention. Respond to callers by using active listening and crisis intervention skills. Assist staff with office projects and duties.

### Responsibilities:

- Interact with callers, volunteers, and staff in a respectful and empowering manner.
- Maintain client confidentiality within the parameters defined by Crisis Line.
- Provide crisis intervention, support, and resource referrals as outlined by Crisis Line agency policy and procedure.
- Attend monthly Crisis Line Volunteer In-Service meetings.
- Participate in skill development training and skill monitoring as required.
- To consult and debrief with Crisis Line staff regarding challenging calls including suicide, child abuse, and violence.
- Participate in other Crisis Line agency activities, events, and workshops as desired.
- Complete projects and tasks as assigned by the staff.

### Qualifications:

- Must be 18 years old.
- Able to commit to one full semester.
- Comfortable and competent using computers.
- Successful completion of basic Crisis Line training.
- Good oral and written communication skills.
- Able to schedule a minimum of 10 hours per week.

### Training Requirements:

- Complete 32 hours of basic Crisis Line training.
- Complete 12 hours of mentoring to include 6 hours of listening to calls and a minimum of 6 hours taking calls under supervision.
- Attend monthly in-service workshops.

### Benefits:

- Basic and advanced training in crisis intervention and suicide prevention.
- In-Service workshops from various community agencies.
- Have a positive impact on your community.
- Work with equally dedicated volunteers and staff.

I have read the above job description and agree to the responsibilities, qualifications, and training time requirements outlined.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_