

Crisis Line of Central Virginia

Position: Volunteer Crisis Line Worker

Role: To answer calls at the Crisis Line Agency and to provide non-judgmental listening, support, and intervention.

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.

Qualifications:

- Must be 18 years old.
- Able to commit to at least one year of service.
- Comfortable and competent using computers.
- Successful completion of Crisis Line basic training.
- Good oral and written communication skills.
- Able to schedule a minimum of four Crisis Line shifts per month.

Training Requirements:

- Complete 32 hours of Crisis Line basic 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: _____