



rising for domestic peace

## **Crisis Line Volunteer Position Description**

### Position Summary:

Volunteer will help answer our 24-hour Advocacy & Support Line through responding and providing education and crisis intervention to callers.

### Duties and Responsibilities:

- Respond to phone calls on the advocacy and support line
- Educate callers about domestic violence and agency services
- Provide and connect callers to available resources and referrals
- Document each call on our database
- Collaborate with staff on site

### Time Commitment:

One 3-hour shift per week at the DAWN office during regular business hours (9am-5pm). Day and shift time will be determined with supervisor. Must commit to at least 6 months.

### Requirements:

- Complete a volunteer application and interview
- Complete a 20-hour Domestic Violence training (provided by DAWN)
- Must pass a background check

### Qualifications/Skills:

- Experience working in crisis intervention and/or domestic violence
- Excellent communication skills
- Ability to use computer/databases
- Open to working with diverse populations
- Ability to sit for a few hours at a time
- Committed and reliable

### Benefits to the Volunteer:

- Free 20-hour training in domestic violence
- Gain experience working with those who are experiencing domestic violence
- Rewarding position that makes a difference in the community

Reports to: Volunteer Coordinator

*Domestic Abuse Women's Network*

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