



Safe Passage, INC.

P.O. Box 621 DeKalb, IL 60115

Hotline: 815-756-5228 • Administration: 815-756-7930 • www.safepassagedv.org

CRISIS HOTLINE VOLUNTEER JOB DESCRIPTION

Reports to: Director of Residential Services

Summary:

This Crisis Hotline Volunteer role will provide direct support for victims of domestic violence and sexual assault on our 24-hour crisis hotline.

Responsibilities:

- Maintain confidentiality and respect with clients
- Empowering callers to look at options and make their own decisions
- Ability to maintain a calm and compassionate support when seeing effects of domestic violence or sexual assault
- Demonstrate professionalism through reliability, punctuality, personal integrity and a respectful attitude when dealing with the clients

How this opportunity benefits you:

You will be able to gain first-hand experience on assisting a client at a time of crisis. Volunteers will obtain an increased understanding of domestic violence and sexual assault, and will expand his or her knowledge of diverse cultures and socio-economic backgrounds. Most importantly, volunteers will be a proactive agent in preventing domestic abuse and sexual assault in DeKalb County.

Time Commitment and Attendance:

We require a 6 month commitment from our volunteers and interns. Safe Passage values the time and talents that the volunteers provide to our clients and organization. We require that volunteers provide a week advance notice if they will be unavailable to attend their shift. We are a client based agency, in which we require all staff and volunteers to be on-time in order to best serve our clients.

Training Required:

Volunteers at Safe Passage who are interested in working directly with our clients are required to complete our Domestic Violence and Sexual Assault training. During our training, you'll gain extensive knowledge on issues like cultural competency, diversity, legal issues, complex issues, privilege and oppression, self-care, activism and more as they relate to domestic violence and sexual assault.

Additional Requirements:

At Safe Passage we require all staff, volunteers and interns to have an understanding of domestic violence and sexual assault. When dealing with our clients, we require: reliability, compassion, and ability to handle challenging situations with calmness, adaptability and professionalism.