

## **CRISIS LINE VOLUNTEER JOB DESCRIPTION**

The Volunteer Crisis Line Counselor is responsible for answering calls received through Suicide Prevention's 24-hour crisis lines. This responsibility primarily consists of crisis intervention and providing information and/or referrals to clients calling our crisis lines.

The Volunteer Crisis Line Counselor provides documentation for all calls received.

### **QUALIFICATIONS**

- Must be at least 20 years of age
- Must be fluent in English and have a clear telephone voice
- Successfully complete Suicide Prevention's training course (a trainee can be screened out of the training if deemed inappropriate for volunteering)
- Emotionally and psychologically ready for crisis counseling
- Must have attained a high school diploma or GED
- Must have strong listening skills
- Must be able to check and respond to emails from SPYC staff (on a personal computer with a secure Internet connection) within 18 hours or sooner
- Should have a phone with texting capabilities and respond to texts within 6 hours or sooner

### **RESPONSIBILITIES**

- Provide crisis intervention, peer counseling, information, or referrals to callers on the agency's 24-hour crisis lines in a non-judgmental manner.
- Reliably adhere to assigned schedules with punctuality (volunteers should arrive ready for their crisis line shift approximately 5 minutes prior to their shift).
- Adhere to all policies and procedures.
- Attend mandatory monthly meetings, read all monthly newsletters, and crisis line communications.
- Commitment of 6 hours of service per week for the first year of service.
- Submit crisis line paperwork within 12 hours of the end of your shift.

### **WHAT WE PROVIDE**

- Our intensive 40+-hour Suicide Prevention training program covers topics such as, suicide, mental illness, domestic violence, etc.
- Monthly meetings and newsletters to keep everyone up to speed on protocols and procedures
- Quarterly in-service trainings with local resource experts
- 24-hour access to consultation with a supervisor

### **BENEFITS OF BEING A SUICIDE PREVENTION VOLUNTEER**

- Personal satisfaction
- Contribution to the community
- Enhanced active listening and communication skills
- Opportunity to work with persons of diverse backgrounds and lifestyles
- Counseling skills, which provide excellent preparation for a career in the helping professions
- College units, transcript notation, and/or letters of recommendation (where applicable)