



# safe connections

## crisis intervention services

### Job Description: Crisis Textline Volunteer

#### Objectives:

- Maintains responsibility for Crisis Textline coverage on a schedule determined by Crisis Intervention program staff. Provides crisis intervention, support, and referrals as appropriate. Completes accurate and concise documentation of text responses in a timely manner.

#### Qualities:

- Committed to the Safe Connections mission of reducing the impact and incidence of relationship violence and sexual assault through education, crisis intervention, counseling and support services.
- Ability to stay calm in response to crisis and recognize personal boundaries for self-care.
- Displays professional and responsible behavior.
- Desire to learn about the dynamics of intimate partner violence; including physical, psychological, economic, technological, and sexual abuse, as well as stalking and various forms of sexual violence. Desire to increase understanding of intersectional, trauma-informed advocacy.
- Ability to listen, communicate effectively, and empower others to make individual choices in an empathetic, non-judgmental way.
- Understands own strengths, weaknesses, values and the importance of self-care.
- Ability to explore alternatives and problem solve.
- Access to a computer and cell/landline phone – text messages are accessed through the volunteer’s personal computer and organization text portal during the scheduled shift.

#### Training and Preparation for Job:

- Participation in initial phone screening and interview.
- Reference and background check.
- All Safe Connections volunteers are required to complete 48 hours of *Saint Louis Ending Violence against Women Network* collaborative training, alongside Safe Connections training and Crisis Textline observations.

## **Evaluation and Supervision**

- Responsible to Crisis Intervention program staff.
- Due to the nature and importance of the volunteer work, the Crisis Helpline staff reserves the right to remove a volunteer if volunteer is having difficulties performing their responsibilities.
- Participates in yearly supervision with Crisis Intervention program staff.

## **Commitments:**

- Must be willing to commit to a minimum of one year as a Crisis Textline volunteer.
- Required to cover shifts as determined by the Crisis Intervention program staff.
- Attend Crisis Intervention team meetings and participate in continued education opportunities. (e.g. supervision, annual review, quarterly Crisis Team Meeting)

## **Procedures:**

- Give advance notice to Crisis Intervention program staff of shift cancellation.
- If possible, find volunteer replacement and notify agency of changes.
- Turn in Crisis Textline logs to the organization within 48 hours of shift.
- Notify Crisis Intervention program staff one month in advance to request temporary leave of absence or submit permanent resignation.
- Safe Connections Resource Manual will be provided to volunteers as a reference tool for shifts on the Textline; volunteers will need to return these binders upon completion of service or resignation.

## **Accountability**

Accountable to the Crisis Intervention program staff for carrying out assigned responsibilities and for following organization policies and procedures. Safe Connections is a not-for-profit organization that works to reduce the impact and incidence of relationship violence and sexual assault through education, crisis intervention, counseling, and support services. Safe Connections is an equal opportunity employer and seeks diversity in its community. Employment decisions are based on merit and organizational needs, not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_