



Serving crime victims in Lincoln, Lyon, Murray, and Redwood Counties of Southwest Minnesota since 1981.

NEW HORIZONS CRISIS CENTER (NHCC) IS AN EQUAL OPPORTUNITY EMPLOYER

POSITION DESCRIPTION

POSITION TITLE: Crisis Line Volunteer

ACCOUNTABLE TO: Volunteer Coordinator; Crime Victim Services (CVS) Program Director

POSITION CLASSIFICATION: Volunteer

STATUS: Volunteer

PRIMARY OBJECTIVE OF POSITION: Performs routine and complex management of the NHCC Crisis Line and assists program participants as needed.

SUPERVISION RECEIVED: Works under the general supervision of the Volunteer Coordinator. Indirect supervision given by the CVS Program Director

SUPERVISION EXERCISED: None.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Works with program participants (on 24-hour crisis line) to provide the advocacy and support necessary for them to deal with the emotional, physical, social, and financial effects suffered as a result of a crime.
- Provides crisis intervention services and for the personal safety and emotional support of clients.
- Coordinates systems referrals for clients.
- Provides legal advocacy for clients by: a) coordinating the follow up of clients with Agency employees who can assist with Order for Protections and Harassment Restraining Orders, reparations, restitution, and victim impact statements.
- Fills in for other Volunteers as needed to ensure adequate support and coverage for the 24-hour crisis line.
- Makes a written record of client contact and information.
- Attends and participates in Agency meetings, community meetings/events, in-service training, workshops, and classes to enhance skills related to services delivery to clients; as needed.
- When requested, assists with Agency educational and outreach programs, activities or fundraisers.
- Keeps Agency employees informed of issues and important information regarding clients in a timely and efficient manner.
- When on-call, makes a verbal report to Agency employees when the Agency office opens.
- Contributes to a positive work attitude by working cooperatively with others and conducting oneself as a team player.
- Maintains client confidentiality and reporting criteria as defined by law.

OTHER RESPONSIBILITIES:

Performs other duties and assumes additional responsibilities as directed by the Volunteer Coordinator or CVS Program Director to ensure efficient operations.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- A crisis line volunteer must be at least 18 years of age.

Necessary Knowledge, Skills and Abilities

- A crisis line volunteer must be willing to operate in a manner consistent with the mission and philosophy of NHCC.
- Be skilled in operating the listed tools and equipment; skilled in managing crisis situations; skilled in communicating difficult topics.

SPECIAL REQUIREMENTS

- Complete the 40 hour on-line training program and 4-8 hour in person meeting. Also, acquire 6-10 hours of continuing education training every year thereafter.
- Must complete the volunteer application and all corresponding forms, including a criminal background check and volunteer contract.

TOOLS AND EQUIPMENT USED

- Requires use of cell phone and other office and communication equipment (all provided by NHCC).

PHYSICAL DEMAND AND WORK ENVIRONMENT

- The physical demands and work environment described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this volunteer position, the volunteer is frequently required to sit and talk or hear; use hands and fingers to handle, feel or operate objects, tools or controls; and reach with hands and arms.

The job description does not constitute an employment agreement between the employer and volunteer and is subject to change by the employer as the needs of the employer and the requirements of the position change.

VOLUNTEER SIGNATURE: _____ **DATE:** _____

SUPERVISOR APPROVAL: _____ **DATE:** _____

DIRECTOR APPROVAL: _____ **DATE:** _____