

Crisis Hotline Volunteer

Function of the Hotline: The Coordinated Crisis Response Hotline is responsible for answering crisis calls and providing education regarding the dynamics of sexual assault, domestic violence, stalking and human trafficking, and education on reporting options, protective orders, and the effects of trauma. The CCR Hotline does program referrals for the YWCA of South Hampton Roads, Samaritan House, HER Shelter, and Geneive Shelter services.

Reports to: Hotline Services Manager

Primary function: The YWCA Hotline Volunteer position consists of answering calls from the Coordinated Crisis Response Hotline.

Responsibilities:

Hotline Specialist Volunteers are responsible for coordinating crisis services for callers; this includes but is not limited to PERK exams, hospital accompaniments, legal accompaniments, emergency shelter, emergency transportation, safety planning, and providing community resources for different services the caller may request.

To keep track of all of the calls coming into the CCR hotline, the Hotline Specialist Volunteer is responsible for maintaining their notes through the Electronic Case Management System (ECM).

The CCR hotline provides 24-hour coverage, and shifts are available Monday-Sunday from 7am-11pm. During the assigned shift, volunteers answer hotline calls as they come into the hotline. Between calls, volunteers may be asked to help with administrative office tasks.

Program Requirements:

- Completion of YWCA Onboarding (6 hours) and YWCA Advanced Training (24.5 hours) prior to start date.
- Pass a background check.