

On Call Crisis Counselor Volunteer

REPORTS TO: Hotline Services Manager

PRIMARY FUNCTION: To provide accompaniment services to victims of sexual assault and domestic violence

RESPONSIBILITIES:

1. Provide in person crisis intervention counseling, advocacy, information and referrals to YWCA forensic and hospital accompaniment clients.
2. Collect statistical data and other information to be provided to YWCA staff.
3. Maintain client confidentiality in accordance with the YWCA's Confidentiality Policy.
4. Adhere to the YWCA's Mandated Reporter policy in collaboration with law enforcement, and forensic and medical personnel.
5. Attend meetings and trainings as required.

QUALIFICATIONS:

- Completion of YWCA Onboarding (6 hours) and YWCA Advanced Training (24.5 hours) prior to start date. An On Call Training (4 hours) is also required prior to picking up shifts.
- Must be able to pass a background check.
- Minimum 60 hours of college credits, or equivalent combination of education and experience.
- Ability to work independently and manage multiple priorities
- Good organizational and interpersonal skills
- Demonstrated ability to maintain a calm and supportive demeanor at all times
- Valid driver's license & reliable transportation with ability to respond to various locations within 30 minutes of dispatch
- Demonstrate knowledge of the issues and dynamics involved with sexual and domestic violence as well as stalking and human trafficking
- Demonstrate ability to work well with people of various ethnic, racial and socio-economic backgrounds.
- Must have and maintain cell phone and service plan