

CRISIS AND SUPPORT LINE

Crisis and Support Line Volunteers provide non-directive, non-judgmental support and information to anyone who has been impacted by sexual violence.

The crisis and support line is open to female and male survivors, family members, friends and other support people.

Responsibilities

- Crisis and Support line volunteers take calls from their homes. Our answering service answers the phone and asks the caller if they wish to leave their name and phone number. If callers are comfortable with that, the answering service will phone the volunteer at home and pass along the information. If the caller wishes to remain anonymous, the answering service will put them on hold, phone the volunteer and “patch” the two parties together. When phoning a caller back, workers will use call blocking to maintain confidentiality of their phone numbers. Each worker is responsible for ensuring call block is available on their phone line.
- Crisis And Support Line Volunteers will consult with back up Staff and/or other Volunteers about any difficult situations that you are unsure how to deal with or when you need immediate support.
- Crisis And Support Line Volunteers are expected to commit to a minimum of three shifts per month for a term of at least one year. Volunteers may be asked to if they can take more than the required shifts. This is absolutely optional and volunteers may refuse the request.
- Crisis And Support Line Volunteers will complete and submit all record keeping forms.
- If you are unable to cover a shift you have signed up for, it is your responsibility to try and find another volunteer to switch or take the shift for you. You must inform the office of any changes to the schedule. In the event you cannot arrange coverage, you must the office.

Requirements

- 18 years of age or older.
- Willing to get a current police check before completing training.
- Act within the spirit of SACL’s Vision/Mission/Principles.
- Adhere to SACL’s policies and procedures.
- Maintain confidentiality as outlined in SACL’s Confidentiality Policy.
- Commit to the time requirements, including training.
- Demonstrate effective communication skills and ability to provide emotional support and information.
- Attend training sessions. Although prospective volunteers will complete an initial screening interview, training is an on-going screening process.
- Have access to a phone and environment that ensures confidentiality.
- Attend a minimum of 5 Volunteer Meetings and or Volunteers Workshops per year sponsored SACL

Commitment

- We ask that you make a commitment to being a volunteer in the program for at least one year.
- Volunteering on the crisis and support line, we ask that you work 3 shifts each month. You sign up for your shifts according to your availability.

Training

Must have successfully completed the Crisis Line Volunteer training