



Safe Passage, INC.

P.O. Box 621 DeKalb, IL 60115

Hotline: 815-756-5228 • Administration: 815-756-7930 • www.safepassagedv.org

HOTLINE VOLUNTEER VOLUNTEER JOB DESCRIPTION

Reports to: Director of Residential Services

Summary:

This Crisis Hotline Volunteer role will provide direct support for victims of domestic violence and sexual assault in our shelter and on our 24-hour crisis hotline.

Responsibilities:

- Maintain confidentiality and respect with our client
- Empowering callers to look at options and make their own decisions
- Ability to maintain a calm and compassionate support when seeing effects of domestic violence or sexual assault
- Demonstrate professionalism through reliability, punctuality, personal integrity and a respectful attitude when dealing with the clients

How this opportunity benefits you:

You will be able to gain first-hand experience on assisting a client at a time of crisis. Volunteers will obtain an increased understanding of domestic violence and sexual assault, and will expand his or her knowledge of diverse cultures and socio-economic backgrounds. Most importantly, volunteers will be a proactive agent in preventing domestic abuse and sexual assault in DeKalb County.

Time Commitment and Attendance:

We require a 6 month commitment from our volunteers and interns. Safe Passage values the time and talents that the volunteers provide to our clients and organization. We require that volunteers provide a 2-week advance notice if they will be unavailable to attend their shift. We are a client based agency, in which we require all staff and volunteers to be on-time in order to best serve our clients.

Training Required:

Volunteers at Safe Passage who are interested in working directly with our clients are required to complete our 65+ hour Domestic Violence and Sexual Assault training. During our training, you'll gain extensive knowledge on issues like cultural competency, diversity, legal issues, women's complex issues, privilege and oppression, self-care, activism and more as they relate to domestic violence and sexual assault.

Additional Requirements:

At Safe Passage we require all staff, volunteers and interns to have an understanding of domestic violence and sexual assault. When dealing with our clients, we require: reliability, compassion, and ability to handle challenging situations with calmness, adaptability and professionalism.