



## **Crisis Line Specialist**

Women in Crisis Shelter  
Confidential & Safe Locations  
(303) 420-0412

### **Key Responsibilities**

- Provide information, referrals and support to callers on the 24-hour crisis hotline.
- Answer Crisis Line phones; ascertain whether caller is a fit for Women In Crisis Shelter.
- Record messages, and/or direct calls to the appropriate staff and retrieve messages from voice mail.
- Greet and assist office visitors, including children.

### **Initial Impact & Sustained Outcome**

- The public will receive premier service and be connected with the best Family Tree staff member/program, or be given appropriate contact information for shelters and transitional housing programs that are better suited to their need.

### **Training & Support**

- We ask each volunteer to attend the following trainings led by Family Tree experts: Volunteer Orientation, Domestic Violence Symposium, Homelessness 101.
  - **This position does not require the DV Symposium before beginning!**

### **Commitment**

- Crisis Line Specialist are expected to be available for six months. The weekly commitment is 4-6 hours or bi-weekly minimum; day or early evening. Actual times and days vary depending on the program and volunteer schedule.

### **Qualifications**

- Able to work in chaotic environment - flexibility and patience a must.
- Willingness to learn and desire to assist people who are in crisis is essential.
- No experience required; prior call center experience would be helpful.

### **Benefits**

- Becoming part of the Family Tree team, providing information to assist families in finding the appropriate resources to enable them to become safe, strong and self-reliant.
- Hands on experience working in the human service field.
- Opportunity to assist a dynamic team of social service providers.
- On-going support, supervision and recognition.

### **Getting Started**

Please email Erika Nelson, Director of Volunteer Services at [enelson@thefamilytree.org](mailto:enelson@thefamilytree.org)