

VOLUNTEER POSITION DESCRIPTION

Family Shelter Service of Metropolitan Family Services DuPage

VOLUNTEER POSITION: **HOTLINE VOLUNTEER**

PURPOSE OF POSITION: Assist callers with information about domestic violence, provide emotional support, facilitate access to agency services and offer referrals

LOCATION OF ACTIVITY: Downers Grove Shelter OR 605 E Roosevelt (Wheaton)

VOLUNTEER BENEFITS:

- Increased understanding of domestic violence and its surrounding issues
- Contributing to a community effort to eliminate violence in the home
- Opportunity to serve and support victims of domestic violence and those in their support system
- Develop crisis intervention skills which are useful in a variety of settings
- Opportunity to contribute to the improvement of the lives of others and your community
- Opportunity to learn about different cultures and socio-economic backgrounds
- Increased knowledge of community resources
- Active volunteers may obtain reference and/or recommendation letters

TIME COMMITMENT: MINIMUM COMMITMENT: three hours per week for a twelve month period

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Assess the needs of callers
- Provide non-directive emotional support
- Provide accurate and appropriate information about domestic violence and agency services
- Facilitate linkages with programs both inside and outside FSS
- Prepare proper documentation for files and statistical gathering
- Advise staff of any pertinent disclosures or problem situations
- Represent FSS in a positive and professional manner at all times
- Submission of Volunteer Timesheet after each shift
- Ensure confidentiality at all times
- Contact staff as far in advance as possible if unable to make a shift
- Other duties as negotiated

QUALIFICATIONS AND CHARACTERISTICS:

- Successful completion of 48-hour training class and Hotline training program
- Ability to work as a team-member in a culturally diverse environment
- Maintain a supportive, empowering and non-judgmental attitude with victims of domestic violence
- Must be friendly, patient and possess excellent verbal and written communication skills
- Ability to tolerate an uneven work pace
- Dependable, prompt and mature
- Ability to work with minimal supervision
- Willingness to accept supervision and guidance
- Willingness to attend volunteer meetings and continuing education programs
- Ability to remain calm and think clearly in crisis situations
- Bilingual/Bicultural preferred

RELATIONSHIPS: Supervisor: Hotline Coordinator