



**Position:** Volunteer Domestic Violence Crisis Intervention Counselor  
**Responsible to:** Volunteer Program Coordinator  
**Job Summary:** Provide prevention and intervention services to support Catalyst in reducing the incidence of intimate partner violence in Butte County.

**Skills and Qualifications:**

- Demonstrate commitment to the agencies mission and values
- Document services provided to Catalyst Participants on appropriate statistical form
- Communicate effectively using skills such as:
  - Active listening, validation empathic responding, respect for diverse cultures, other listening skills as covered in training
- Utilize effective verbal and written communication skills to pass on significant information during or immediately after each shift. This information may include but is not limited to:
  - Pending HAVEN Welcomes, safety concerns, house maintenance, Participant concerns or conflict
- Attend a minimum of 4 in-service trainings per year
- Sensitivity to issues surrounding domestic violence
- Ability to work effectively with Participants and callers in crisis
- Excellent communication and organizational skills
- Demonstrated ability to multi-task, work independently and as part of a team
- Completion of state mandated 40-hour training
- Ability to pass DOJ background check
- If using vehicle for Catalyst related duties, such as transporting Participants or driving to community events, willingness and ability to maintain safe vehicle and driving status, including valid driver's license and auto insurance

**Program Specific Responsibilities:**

*Housing Programs and Hotline*

- Direct services, including but not limited to: crisis intervention (hotline/in person), resource and referral, emergency transportation, HAVEN Assessment and Welcoming Process, other transportation as needed
- Provide office assistance to HAVEN Staff, including data entry and phone calls
  - Staff evening on-call Hotline shifts (9pm-9am) as needed

*Drop-In Office and Administrative Support*

- Provide crisis intervention and referrals to drop-in Participants
- Provide office support such as: data entry, filing, office organization

**Participation in the following programs has been temporarily impacted by the pandemic:**

*Children and Youth Program*

- Assist Children and Youth Program Staff in facilitating group play times and activities
- Assist Participants with childcare during house meetings, program activities, group counseling or other activities related to case management goals

*Prevention and Education Program*

- Share information about Catalyst services to community members during tabling events
- Assist Community Educators with community presentations and trainings
- Assist Community Educators and materials needed for presentations, trainings and events

*Legal Advocacy*

- Provide court accompaniment to Participants
- Provide assistance to Participants during Temporary Restraining Order clinics

*Law Enforcement Advocacy*

- Provide Law Enforcement accompaniment for Participants
- Follow up with victims named in police reports

**Other Commitments:**

- Perform live-scan background check prior to start date
- A fee of \$25 will be collected for training materials
- After completing training, commit to 100 hours of volunteer service with Catalyst. Volunteer hours to be completed within 6 months of start date. If unable to meet this commitment \$100 training fee will be due and payable to Catalyst
- Volunteer a minimum of 4 hours per week
- Notify Volunteer Program Coordinator in advance when unable to cover a scheduled shift via phone or email
- Notify Volunteer Program Coordinator when choosing to end volunteer or intern commitment by email, phone, or in-person

I have read and understand this job description \_\_\_\_\_  
Signature Date