



POSITION: Volunteer Domestic Violence Crisis Counselor

RESPONSIBLE TO: Volunteer Program Coordinator

POSITION SUMMARY: Provides prevention and intervention services to support Catalyst in reducing the incidence of domestic violence in our community.

RESPONSIBILITIES:

- A fee of \$25 will be collected for training materials;
- Demonstrate commitment to the agency's mission and values;
- Volunteer a minimum of 4 hours per week;
- Commit to 100 hours of volunteer service with Catalyst, to be completed within 6 months;
  - *If unable to meet this commitment, a \$100 training fee will be due and payable to Catalyst;*
- 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.

PROGRAM SPECIFIC RESPONSIBILITIES:

*Housing Programs and Hotline*

- Provide direct services, including but not limited to: crisis intervention (hotline/in person), resource and referral, HAVEN Assessment and Welcoming Process, transportation as needed;
- Provide for overall needs of participants in housing programs including but not limited to:
  - Comfortable integration for new participants of HAVEN;
  - Crisis intervention and support;
  - Safety and exit planning;
  - Conflict resolution;
- Monitor overall safety, security and cleanliness of HAVEN including but not limited to:
  - Conduct regular safety checks of housing program property and report any irregularities;
  - Ensure participants are welcomed and settled in safely;
  - Complete house laundry including donations and bedding as needed;
  - Maintain, clean, and organize storage areas including the donation closet, hygiene; closet, copy room, children's playroom, and participant common areas;
- Document statistics for services provided as per current policy;
- Coordinate educational, recreational and therapeutic programs and services at HAVEN with Catalyst staff and community agencies.

*Children and Youth Program*

- Assist Children's Advocates 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 Outreach Program*

- Share information about Catalyst services to community members during tabling events;
- Assist Prevention Advocates with community presentations and trainings;
- Assist Prevention Advocates with preparing materials needed for presentations, trainings, outreach, and events;
- Organize and restock tabling supplies for community events.

*Legal Advocacy*

- Provide court accompaniment to participants;
- Assist participants during Temporary Restraining Order appointments.

*Drop-In Office and Administrative Support*

- Provide direct services, including but not limited to: crisis intervention (phone/in person), resource and referral, and transportation as needed;
- Provide office support such as: data entry, filing, and office organization.

QUALIFICATIONS:

- Excellent verbal communication: active listening, validation empathic responding, respect for diverse cultures, other listening skills as covered in training;
- Effective written communication and organizational skills to pass on significant information during or immediately after each shift: pending HAVEN welcomes, safety concerns, house maintenance, Participant concerns or conflict, etc.;
- Sensitivity to issues surrounding domestic violence;
- Demonstrated ability to cope effectively in crisis;
- Demonstrated ability to multi-task, work independently and as part of a team;
- Completion of mandated 40-hour training (post-interview);
- Ability to pass DOJ background check (perform live-scan background check prior to start date);
- If opting to use your vehicle for Catalyst related duties: reliable transportation, valid driver's license, and auto insurance; willingness and ability to maintain a safe vehicle and driving status to use for transport of Participants and self for volunteer duties.

COMPENSATION:

- This is an unpaid volunteer or intern position;
- Travel reimbursement as per current personnel policies.

I have been given a copy of this job description: \_\_\_\_\_ Date: \_\_\_\_\_