

VOLUNTEER CRISIS LINE COUNSELOR

Minimum 4 hour shift/week for 1 year; Bilingual Preferred
Concord Area

About STAND!

STAND! For Families Free of Violence leads the community in building safe and strong families through crisis intervention services, legal advocacy, safe residential programming, community prevention and education, and by empowering victims to rebuild their lives. Read more about our mission-driven agency at www.standffov.org.

Our volunteers help our organization run - they staff our 24-hour Crisis Line, support our emergency shelter, make presentations in the community, and help with the day-to-day operations. Our philosophy is that volunteers are powerful agents of change from the community who are choosing to partner with us in order to break the multi-generational cycle of violence.

Because we hold high standards for the services and programs we provide to our clients, both staff and volunteers must go through at least Tier 1 of our training. You will graduate from the training with the skills and tools you need in order to be an effective team member and to be able to advocate to end domestic violence in our community. You will also graduate with the CA mandated Domestic Violence Peer Counselor certificate.

About the Crisis Line Counselor Position

You will become an invaluable asset to the team, as well as increase our capacity to answer each call that comes through the Crisis Line. You will answer incoming client calls and possibly support residential needs by providing peer counseling, advocacy, and resources. You will also respond to police and hospital calls to provide services to potential clients upon request. Secondary tasks range from data entry, transporting clients to/from safe locations, and accompanying clients to legal proceedings to provide emotional support.

Position Benefits

- Learn effective communication, peer counseling, assessment, screening, de-escalation techniques, and active listening skills
- Build your trauma-informed, crisis response and violence prevention work experience
- Provide help to those in crisis and create safer options in their lives
- Work flexible shifts (evenings, weekends) according to your schedule

Required Qualifications

- Undergo background check and fingerprinting clearance
- Commit to 4+ hour shifts/week for 1 year, or 200-hour commitment
- Complete Tier 1-3 Trainings
- Complete 3-6 months of on-the-job training