

24-Hour Hotline Volunteer

The 24-Hour Hotline Volunteer will answer Turning Point's 24-hour hotline to talk to people who need support or information, including answering calls about needing Turning Point's shelter or forensic nurse services. You will work from shelter and may help out with other tasks when the phone is not ringing. A commitment of at least two 4-hour shifts each month after finishing training is strongly encouraged.

Responsibilities:

1. Uphold Turning Point's empowerment philosophy, mission, and values.
2. Follow all agency policies, including keeping people's information private and record-keeping.
3. Provide crisis intervention and support to hotline callers, skills you will learn in CORE training.
4. Connect callers with Turning Point services or tell them about other places that can help them.
5. Safety option with callers, talking about ways they want to stay safe.
6. Help around the shelter, like talking to residents or cleaning up when needed.
7. Write down all the activities you do, following agency rules.
8. Do any extra tasks asked by the Director of Hotline Services.
9. Fill out a timesheet with the hours you worked.
10. Let staff know right away if there is an emergency that could impact the team or clients.

Requirements:

1. Be kind and understanding to all survivors and their child(ren).
2. Use what you learn in training every time you're here.
3. Good at talking to and working with different kinds of people, open and respectful to everyone.
4. Ready to learn about different places in the community that can help survivors.
5. Good at doing lots of things at once in a busy place.
6. Able to lift 20lbs. and operate general office equipment.
7. Must pass a criminal background check and Central Registry Clearance.

Training:

1. 40-hour CORE training conducted by Turning Point staff.
2. Volunteer Orientation with Volunteer & Intern Coordinator.
3. Hotline Services Orientation and training with Director of Hotline.
4. Keep your volunteer file up to date each year and attend any extra training needed to meet grant requirements, as directed by the Director of Hotline Services.