

Project Safe Hotline Operator Volunteer Job Description

Thank you for taking the time to volunteer your time and help the community!

Prior to coming on site, you will be asked to sign a confidentiality agreement and pass a background check. This ensures that Project Safe is able to maintain the safety and privacy of victims of domestic violence.

We are looking for volunteers who have previous experience working in customer service or crisis work to assist in answering Project Safe's 24/7 confidential hotline, as well as providing some support to the day-to-day shelter operations. Additional support can consist of answering the front door and office door for residents, getting supplies for residents, light cleaning, organizing supplies, and more. For this role, we ask that you dedicate at least a year to volunteering in this capacity. Due to the confidentiality of our location and clients, we limit who knows where the shelter is and will not accept volunteers who are only able to commit to a few months - we have different opportunities to meet that need!

Some tasks we need help with include:

- Answering our 24/7 confidential hotline that is operated out of our confidentially located shelter
- Answering front door and letting residents into and out of the building
- Answering office door and assisting residents with basic needs
- Sorting and putting away various donations and supplies

Things you need to already have:

- 18+ years of age
- Sensitivity, dependability, and ability to keep conversations anonymous and confidential
- Ability to respect and adapt to differences in perspective, backgrounds, beliefs and needs
- Ability to convey warmth, empathy, and understanding while creatively problem-solving with callers and connecting them with internal and community resources
- Ability to write notes in clear, concise manner
- Knowledge and experience working with victims/survivors of domestic violence preferred

Things we'll teach you:

- Domestic Violence 101,
- Crisis Coordination
- Available area resources
- And other information regarding the hotline process

Expectations:

- Two 4 hour shifts minimum per week
- Shifts occurring between 9am-9pm seven days a week

*I have read, understood, and **been shown** the tasks expected of me as a childcare volunteer. I affirm that I am able and willing to complete these tasks under the supervision of Project Safe staff.*

Name: _____ Signature: _____ Date: _____

THANK YOU FOR DONATING YOUR TIME AT PROJECT SAFE!