

VOLUNTEER CRISIS LINE COUNSELOR

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

About STAND!

STAND! For Families Free of Violence is a multicultural organization that recognizes the devastating impact family violence has on children. We lead the community in building safe and strong families through early detection, enhanced supportive services, 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, provide child care while parents are in support groups, 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 our mandated training. You will graduate from the training with the skills and tools you need in order to be an effective peer counselor and advocate to end domestic violence in our community. You will also receive Mandated Reporter training, HIPPA training, and graduate with the CA mandated Domestic Violence Peer Counselor certificate.

About the Crisis Line Counselor Position

There are over 800 calls to the crisis line per month, and at times we are not able to answer all of the calls we receive. You will become an invaluable asset to the team, as well as increase our capacity to answer each call that comes through. 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 transporting clients to/from motels, BART, bus stations, shelter, medical, or legal appointments, 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