**CROSSROADS CRISIS CENTER**

**Volunteer/Intern Job Description**

**Position: Shelter Volunteer or Intern**

**DUTIES:**

1. Maintain security of the shelter

2. Answer crisis hotline

1. provide consistent, caring information and referral when necessary
2. be an empathetic listener
3. accept a survivor into shelter when appropriate

3. Complete paperwork in accurate and timely manner

1. call slips
2. case notes
3. log volunteer hours
4. intake files and forms
5. Interact with survivors and their children appropriately by following the Trauma-Informed Care Model
6. Assist with Special Projects
7. Lawn Care
8. Shelter Cleaning
9. Transporting Survivors

**QUALIFICATIONS:**

1. Commitment to survivors and their children and a desire to end violence in their lives
2. Strict adherence to the confidentiality agreement
3. Adherence to shelter policies, philosophy and guidelines
4. Completion of volunteer training and mandatory readings
5. Use of good communication skills
6. Ability to work in a cooperative spirit with staff and survivors.

**BENEFITS:**

1. The opportunity to gain valuable experience in the field of social work.
2. The chance to make a meaningful contribution to men, women, and children who are survivors of domestic violence and the community.

**Crossroads Crisis Center**

**Volunteer/Intern Agreement**

**Confidentiality Agreement:**

I agree:

That as a Crossroads Crisis Center volunteer/intern, I am obligated to respect the integrity and to protect the welfare of all survivors. The use of the relationship between myself and survivors for profit, power, prestige, or personal gratification is unethical.

That all survivor information must be considered to be confidential and may not be shared with persons outside of Crossroads, except when a survivor driven release of information is on file. All survivor information is to be regarded as privately held between survivor and Crossroads Crisis Center.

That Crossroads Crisis Center emergency shelter location is to REMAIN CONFIDENTIAL prior to, during, and after working for or at Crossroads Crisis Center. Therein, I will NOT reveal the location to anyone at any time for any reason whatsoever.

That I WILL NOT reveal the names of survivors and/or the personal information of volunteer or staff of Crossroads Crisis Center at any time.

That I will not bring any unauthorized person(S) to the shelter at any time.

That Crossroads Crisis Center visitors must have approval of Crossroads Executive Director before making any information available to the media, or disseminating any information beyond Crossroads. This information may be used only when the identity of the person(s) is obscured beyond any possibility of recognition.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer/Intern Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Signature Date

Philosophy Statement:

It is Crossroads’ philosophy that violence is never acceptable and that all survivors and children shall be treated with respect, dignity, and empathy. Our overall goal is empowerment of survivors and children and our mission is to end violence in the lives of survivors and children. Are you willing to accept this philosophy? \_\_\_\_\_\_\_ (if yes, please initial on the line).

**Crossroads Crisis Center**

**Volunteer Program**

I understand that as part of my application to Crossroads Crisis Center, it will be necessary for you to inquire about my personal background. My personal background included any prior or current criminal history. I hereby give my consent for Crossroads Crisis Center to contact the local police department or any other law enforcement agency deemed necessary by Crossroads Crisis Center to access any policy or criminal records. If my current address is less than one year, I understand that Crossroads Crisis Center will check any prior communities that I have lived in.

Applicant’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DOB: \_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

**Crossroads Crisis Center**

**Intern/Volunteer Application**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_ DOB: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are you currently employed? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

School attending: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Major: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How many hours do you have to complete? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous volunteer experience: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Special skills: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What interests you about volunteering at Crossroads Crisis Center? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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What do you think you will gain from your experience at Crossroads Crisis Center?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you ever been convicted of a misdemeanor or felony crime? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(do not include minor traffic offenses.)

If yes, please explain. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you ever been a survivor of Domestic Violence? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If yes, how long ago? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please indicate with an X what hours you are not available to work

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 8am |  |  |  |  |  |  |  |
| 9am |  |  |  |  |  |  |  |
| 10am |  |  |  |  |  |  |  |
| 11am |  |  |  |  |  |  |  |
| 12pm |  |  |  |  |  |  |  |
| 1pm |  |  |  |  |  |  |  |
| 2pm |  |  |  |  |  |  |  |
| 3pm |  |  |  |  |  |  |  |
| 4pm |  |  |  |  |  |  |  |
| 5pm |  |  |  |  |  |  |  |
| 6pm |  |  |  |  |  |  |  |
| 7pm |  |  |  |  |  |  |  |
| 8pm |  |  |  |  |  |  |  |
| 9pm |  |  |  |  |  |  |  |
| 10pm |  |  |  |  |  |  |  |
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| 12am |  |  |  |  |  |  |  |
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| 3am |  |  |  |  |  |  |  |
| 4am |  |  |  |  |  |  |  |
| 5am |  |  |  |  |  |  |  |
| 6am |  |  |  |  |  |  |  |
| 7am |  |  |  |  |  |  |  |

3 References – no relatives please

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How long have you known the applicant? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How long have you known the applicant? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How long have you known the applicant? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_