VOLUNTEER/WORK WITH THE UTAH COUNTY CRISIS LINE

Volunteer Opportunities:

Do you have a desire to help others? Need volunteer hours? Do you consider yourself a good listener? Would you like to become a better listener?

Then join our Crisis Line Team and make an immediate impact in someone’s life. Throughout this experience, you will become a better listener, communicator, and gain lifelong skills that will help you in your interactions with others.

As a Crisis Line volunteer, you would be answering calls from people in crisis who need someone to talk to. Your main job is to listen. We will train you on the rest. The training covers both the theoretical and practical aspects of crisis intervention—the theories behind crisis management and the basics of how to take and navigate a call. You will leave the Crisis Line training better prepared to help others when they feel no one else can.

The Crisis Line’s mission is to offer 24-hour compassionate crisis diffusion by acting as a listening agency and referral service for community members struggling with various problems, including stress, relationships, depression, suicide, economic problems, emotional/sexual/physical abuse, and addictions.

We ask for volunteers to commit to the following 4 responsibilities:

- One-time 12 hour orientation training
- 4+ month commitment
- Volunteer for a 3 hour weekly shift and 1 monthly night shift
- Attend monthly team trainings

In addition to completing the 12-hour core orientation training, all Crisis Line volunteers will need to pass a background screening. There is a one-time $20 fee to cover the cost of training materials. If money is a problem, please let us know. We don’t want the money to prevent you from experiencing this enriching opportunity. Please email or call if you have any questions and if you are interested in
volunteering. This is a great opportunity for resume building, volunteer hours, and to be involved in a unique and rewarding service.

Contact Utah County Crisis Line Volunteer Director:
Natalie H. Moss
E-mail: utahcountycrisisline@gmail.com
Phone: 801-319-1012

**Job Opportunities (10-20 hrs/week):**

Visit [http://www.unitedwayuc.org/crisisline/index.html](http://www.unitedwayuc.org/crisisline/index.html) for more information about the Utah County Crisis Line.

The **Community Outreach Director** can expect about 10 hours per week paid or volunteer, depending on funding availability.

The **Volunteer Coordinator** can expect about 15 hours per week paid. Please be aware that these are the only two positions at the Crisis Line, meaning we need someone self-motivated and able to be productive with very little supervision.

These jobs may be of interest to second-year students looking for experience, or graduated students looking for part-time employment.

**Part-time Job Duties - Community Outreach Director, Utah County Crisis Line**

Purpose: Increase awareness of hotline number in Utah County and help people feel comfortable calling.

May involve:

- Volunteer recruiting through posters, Facebook, emails, visiting clubs, setting up booths at BYU and UVU, working with service centers, etc. with Volunteer Coordinator

- Internship oversight and evaluation

- Update website as needed

- Research grants and other funding opportunities

- Grant writing

- Fundraising events
- Distribution of posters, brochures, and magnets to community
- Meet with counseling centers and high-need areas to tell them about Crisis Line
- School assemblies
- Assist with training as needed

**Part-time Job Duties – Volunteer Coordinator, Utah County Crisis Line**

Main goal: Maintain 24 hour reliable phone coverage and recruit and train volunteers.

- Volunteer recruiting through booths, emails, facebook, club visiting etc with Community Outreach Director
- Volunteer shift coordination and scheduling
- Volunteer training coordination (training about 4 times per year)
- Volunteer small group training scenarios
- Volunteer observations and feedback (monthly training)
- Volunteer support
- Internship coordination with universities
- Internship oversight and evaluation (2 interns)
- Maintain accuracy of referral book (using volunteers)
- Keep training book up to date
- Create master volunteer contact list for shift-switching
- Create online schedules for volunteers
- Coordinate holiday coverage (non-students)
- Identify and follow-up with team leaders
- Keep updated volunteer files
Send a resume and cover letter to Sarah Hall, Community Outreach Director at: sarahh@unitedwayuc.org by Wed July 20th.