**On-call Crisis Response**

*Location: Waverly Shelter*

**Reports to:** Crisis Services Manager

**Job Summary:**

Volunteers for this position would provide in-person, crisis response as needed to clients accessing our 24/7 sheltering services in Waverly.

**Job Description:**

* Participate in crisis response, on-call rotation.
* Physically respond to Friends of the Family’s Waverly sheltering site within 1 hour of receiving a call for services.
* Complete intake paperwork with and explain programming to new clients entering the Waverly shelter.
* Answer our Victim Service Hotline and complete shelter assessments and diversion conversations with callers.
* Complete data entry and documentation.
* Provide shelter guests with supplies and basic needs as requested.
* Help with facility upkeep and organization.
* Provide crisis counseling and resource referrals to shelter guests.
* Communicate with full-time staff as needed regarding crisis response.

**Job Requirements:**

* Exhibit a belief in non-violence and a willingness to advocate on behalf of populations affected by domestic violence, sexual assault, human trafficking, other violent crimes, and homelessness in a non-discriminating manner.
* Respect the confidentiality of clients receiving services through Friends of the Family.
* Maintain professionalism and develop familiarity with agency policy and procedures regarding crisis intervention to exercise good judgment in various situations.
* Openness to perform other work assignments as requested.
* Exemplify Friends of the Family Core Values of People First, Emotional Intelligence, Equity and Inclusion, Drive Change, and Grit.
* Demonstrate support for Friends of the Family’s mission of providing safe shelter, confidential services, and housing assistance to individuals in crisis.

**Job Qualifications:**

* Ability to complete 20-hour Victim Counselor Training.
* Have reliable transportation
* Have a valid driver’s license and insurance.

**If interested, please contact Madison Gaffney, Volunteer Coordinator, at** [**madison@fofia.org**](mailto:madison@fofia.org) **with the subject line ‘On-Call Crisis Response Volunteer’**