Position: Advocacy Support Facilitator/Hotline Volunteer

Department: Housing and Advocacy Services

Location: East County and North County

Shifts Available: 24/7, with a preference for regular business hours, evenings and weekends

Commitment: Minimum of 4 hours per week, 12-month commitment

Supervisor: Hotline & Housing Manager

CCS Summary: Since 1969, Center for Community Solutions (CCS) has been creating safe and healthy communities with a core emphasis on the prevention and intervention of sexual assault and relations violence. Our mission is to end relationship and sexual violence by being a catalyst for caring communities and social justice.

Position Summary: As a Hotline volunteer, you’ll provide trauma informed services to hotline callers and shelter residents. You’ll provide information, referrals, support, and crisis intervention. You’ll also assist CCS shelter staff with various tasks including facility upkeep, and support for shelter residents.

Essential Duty Functions:

- Answer CCS toll free 24-hour domestic violence and sexual assault hotline
- Provide information about CCS as well as referrals based on caller identified needs
- Provide respectful and non-judgmental support to callers, as well as crisis intervention
- Provide support to CCS staff as needed
- Conduct initial assessment of individual’s eligibility to emergency shelter services
- Assist shelter staff with arrangements regarding transportation, food and medical needs of shelter residents
- Communicate any needs or concerns expressed by the residents to shelter staff
- Enter paperwork and client data from calls and client support into Efforts to Outcomes (ETO) database
- Assist and participate with the upkeep and maintenance of the shelter facility
- Submit volunteer hours via Better Impact database each month
- Attend ongoing training to maintain good standing with certification for Domestic Violence and Sexual Assault Crisis Intervention Training

Required Qualifications:

- 18 years of age or older
• High school education completed, or equivalent experience with social services
• Excellent organizational and communication skills
• Ability to work on multiple tasks with minimal supervision
• Reliable and punctual
• Understanding of trauma-informed services and unconscious bias
• Committed to creating equity and opportunity for folks of diverse backgrounds and prioritize cultural humility approach to client services.

Preferred Knowledge, Skills and Experience:

• Bilingual fluency in Spanish or other non-English language
• Experience with issues related to crisis intervention, domestic violence and sexual assault

Pre-Volunteering Requirements:

• References (two minimum)
• Negative tuberculosis test
• Department of Justice Live Scan criminal background clearance
• Completion of 65.5 hour Cal-OES Certified Domestic Violence and Sexual Assault Crisis Intervention Training (facilitated by CCS)
• CCS program services-specific training

Benefits of Volunteering with CCS:

• Comprehensive crisis intervention and cultural humility training
• Ongoing training opportunities with CCS as well as other organizations, including Nonprofit Solutions
• Support San Diego community and help survivors of intimate partner violence and sexual assault

Physical Demands and Work Environment:

• Ability to use online databases and other computer programs
• Ability to lift 20 pounds
• Ability to work in domestic violence, sexual assault and stalking fields, which at times inherently create safety concerns
• Ability to sit for prolonged periods