

Crisis Clinic Requirements for Phone Workers

POSITION: VOLUNTEER PHONE WORKER

ACCOUNTABLE TO: CRISIS LINE SUPERVISOR (a Mental Health Professional)

Crisis Line training involves a significant time commitment and phone workers are committing to a serious responsibility. Crisis Clinic provides 60 hours of specialized training. Trainings are scheduled on Tuesday evenings and Saturday mornings/afternoons for six consecutive weeks. After successfully completing the training, phone workers are expected to commit to a minimum of twelve months service.

Crisis Line:

- ◆ Crisis intervention: Help caller identify and clarify issues and feelings; gather information, assist caller in identifying resources and developing action plans.
- ◆ Psychiatric Emergency Service: Assess and refer emergent situations to appropriate crisis intervention services.

Requirements:

- ◆ Must be at least 21 years old.
- ◆ A twelve month commitment as a Crisis Line phone worker, which includes; one, 4½-hour shift per week; one “on-call” (emergency) shift per month; and one holiday shift per calendar year, and four continuing education activities.
- ◆ Willingness to fill holiday and “hard-to-fill” phone shifts and substitute for other phone workers periodically.
- ◆ Demonstrate a compassionate, non-judgmental attitude and the ability to put aside personal opinions and biases while serving as a phone worker.
- ◆ Punctuality, responsibility, willingness to work as part of a team.
- ◆ Satisfactory completion of specialized training and a demonstrated ability to use the skills taught in training, as evaluated by a supervisor.

Training includes:

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| ◆ Showing Up/Communication | ◆ Listening Shifts on the Crisis Line |
| ◆ Crisis Intervention | ◆ Mental Health |
| ◆ Grief and Loss | ◆ Suicide Intervention |
| ◆ Relationship Abuse | ◆ Computer Logging and Resources |
| ◆ Addictive Behavior | ◆ Policies and Procedures |
| ◆ Role-Play Sessions | ◆ Simulated Phone Room Training (SPRT) |