Become a Hotline Volunteer!

Domestic violence is a leading cause of homelessness. Help save a life.

The Domestic Violence Program (DVP) is primarily an emergency shelter program with a focus on safety and housing. The shelter provides safety for domestic violence survivors and their children in a confidential location separate from other Crossroads properties.

The domestic violence program also includes transitional housing and a 24-hour helpline. Clients have access to Crossroads Rhode Island's range of services, including basic needs assistance, education and employment services, and intensive case management, while they work to find a secure and stable home.

Position:	**Hotline/Front Desk Volunteer**

➢ Help our office run smoothly by volunteering at our front desk, welcoming clients and guests into the office.
➢ Answer calls on our 24-Hour Hotline, offer supportive listening, guide callers through safety planning, give community referrals, information, and keep a call log.
➢ Answer business calls and transfer to appropriate extensions and voicemail.
➢ Supporting and helping our residential clients with referrals and information.
➢ Additional opportunities may include assistance with domestic violence support groups.

Time Commitment: Minimum 4 hours per week between the hours of 8:30 AM and 8:30 PM seven days per week. Six months - One year commitment.

Skills Needed: Sensitivity to and concern for women and children in crisis; maturity and good judgment; strong interpersonal skills; ability to listen without judging or advising; dependability; ability to handle more than one task at a time; and bilingual ability very helpful, especially in English/Spanish and English/Portuguese.

Training Required: All direct service volunteers are required to complete our comprehensive domestic violence training. BCI & DCYF check required.

For more information or to apply, please contact:
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Crossroads
RHODE ISLAND

Domestic Violence Program