 **Position Title:** Phone Line Operator

**Position Type:** Volunteer

**Volunteer Summary:** Volunteers must apply with [laurenb@albioncenter.org](mailto:laurenb@albioncenter.org) and consent to a criminal background check. Individuals well suited for this volunteer opportunity will possess effective oral and written communication skills, knowledge in Microsoft Office and basic computer skills, the ability to work with diverse populations, and the ability to work independently and as a team member. A knowledge of domestic & sexual violence issues is helpful.

**Position Summary**: As a volunteer Phone Line Operator, you will provide assistance in responding to general inquires made via Albion’s main business line and to calls made via both Albion’s 24 Hour Crisis Phone Lines (Domestic Violence & Sexual Assault).

**Main Duties**

* Answer and field incoming calls to Albion’s main business line
* Answer and provide assistance via Albion’s 24 Hour Crisis Phone Lines
* Listen and assess the needs of an individual, guiding them to the appropriate person when necessary
* Connect individuals with relevant resources (shelter, advocacy, legal advocacy, etc) and/or with external community resources (homeless shelters, therapeutic services, etc)
* Provide immediate crisis response to those requiring over-the-phone assistance, including safety planning
* Complete necessary paperwork in a timely manner and ensure all documentation is effectively and properly maintained
* Support and assist Albion staff in daily tasks, this may include monitoring Albion’s door as they intake clients into shelter or assisting clients who may need items like shampoo or toothpaste
* Additional opportunities may be available.