



## **ABOUT THE CRISIS CENTER**

Established in 1985, the Crisis Center is a non-profit agency that exists to end domestic violence through advocacy, education, and prevention; while helping communities live free of violence. We assist victims of domestic violence in assuming power over their own lives and choosing options that enable them to have violence-free homes and relationships. While we are located in Douglas County, we offer emergency shelter to victims from primarily the South Denver metro area. We also have out-client offices in Castle Rock and Elizabeth, which offer non-residential therapy and legal advocacy services. We currently employ 18 full-time and 9 part-time staff, and utilize nearly 400 volunteers annually.

## **FOUNDATION of VOLUNTEERS**

The Crisis Center has a strong foundation in commitment, hard work, collaboration and respect. A Crisis Center volunteer is vital to the how the agency meets its goals administratively, in fundraising and in direct services. The Crisis Center provides comprehensive training and resources to volunteers and values them as an essential part of our team. We want volunteers to feel fulfilled and supported in their role(s).

## **GENERAL EXPECTATIONS**

There are several basic expectations that we ask of all regular volunteers:

- Promptly respond to emails, phone calls and any other communication from the Crisis Center
- Attend agency orientations
- If a direct service volunteer, attend all direct service training
- As required for certain volunteer positions, attend monthly meetings for ongoing training, volunteer on-call and shift sign up.
- Commit to at least one year of volunteering.
- Attend all volunteer shifts
- Communicate with the appropriate person when you are not able to show for volunteering.
- If possible, find a substitute volunteer to fill in if you are not able to fulfill your commitment

## **TIME COMMITMENT and MEETINGS**

Depending on the type of responsibilities a volunteer commits to, the amount of volunteer time will vary.

Direct Service Volunteer: 40 hours in person and webinar training prior to any direct service work

- 1.5-hour Monthly meeting
- LAP coverage: We seek at least 10 volunteers - which would require each volunteer to cover 3 shifts per month from 6 p.m.- 7 a.m. If there are fewer than 10 volunteers, we would ask that each volunteer commit to four nights each month.
- Crisis Line coverage: We seek at least 10 volunteers - which would require each volunteer to cover 3 shifts per month from 6 p.m.- 7 a.m. If there are fewer than 10 volunteers, we would ask that each volunteer commit to four nights each month.
- Legal Advocate coverage: Must be able to volunteer during the day at least four times a month for three hours at a time. Volunteers must be flexible and can respond to last minute requests for assistance, sometimes with less than 24-hour notice.
- Child Care volunteers: at least four times a month either during the day, or evenings for 2 hours at a time. This position requires a great deal of flexibility.

Administrative Volunteers:

- Receptionist Desk Coverage: must be able to volunteer during the day at least four times a month at 2 hours of coverage.
- Fundraising Events/Outreach: must be able to volunteer for at least two fundraising and/or outreach events per quarter.