

### California Youth Crisis Line-Volunteer Crisis Counselor

**Organization:** Non-profit organization that provides advocacy services, education/outreach programs and operates a 24-hour crisis intervention counseling, referral services, and workshops targeting at-risk youth, between the ages of 12-24, and their families.

**Program Description:** The California Youth Crisis Line (CYCL) has been operating for over 20 years as a statewide emergency response system for youth and their families. Staff and volunteer crisis counselors respond to callers 24-hours a day, seven days a week with crisis intervention counseling, referrals to youth-serving agencies in the caller's community and a confidential message relay service.

**Job Description:** Crisis Counselors respond to callers within agency guidelines and follows protocols accordingly to assist callers with crisis intervention counseling, provide referrals to youth-serving agencies and arrange for confidential message relay where appropriate.

**Qualifications:** The following are minimum qualifications

- ✓ Strong communication skills- particularly, strong listening skills
- ✓ Word processing and computer experience
- ✓ Ability to be non-judgmental and supportive of callers
- ✓ Ability to successfully complete the CYCL's Counselor training program
- ✓ Previous experience in crisis intervention is a plus
- ✓ Ability to work independently and as a team member
- ✓ Ability to present self and program in a highly professional manner
- ✓ Knowledge of clinical issues affecting youth, including runaway and street youth issues, child abuse, suicide, gay/lesbian/bisexual and transgender issues, and sexual assault
- ✓ Current California driver's license or identification
- ✓ Must pass a criminal record check
- ✓ Ability to commit to volunteer a minimum of four hours per week on the Crisis Line

**Key Duties:** Essential duties and responsibilities include the following

- ✓ Staff the CYCL on scheduled shifts (We do our best to work around your schedule)
- ✓ Provide crisis intervention counseling and resource referral according to CYCL training standards
- ✓ Assists other staff members with CYCL publicity mailings
- ✓ Assists program coordinator on various outreach projects
- ✓ Contact community programs statewide and perform agency updates and research new agencies for the database
- ✓ Attend and participate in monthly CYCL staff and in-service meetings
- ✓ Assist with additional shifts as needed to cover vacation and sick leave of other counseling staff

**NOTE: THIS IS A VOLUNTEER POSITION.** Email [nicki@calyouth.org](mailto:nicki@calyouth.org) to request a Volunteer Application