

Crisis Line and Help Desk

Volunteer Title: Crisis Line and Help Desk Volunteer

Organization: Isabel's House – Crisis Nursery of the Ozarks

Location: Springfield, MO

Position Overview:

- Isabel's House is looking for compassionate and committed individuals to serve as Crisis Line and Help Desk Volunteers. In this role, you will provide critical support to families in crisis by answering calls to our 24/7 crisis line and assisting with inquiries at our help desk. This is an excellent opportunity for individuals who are empathetic, patient, and eager to make a meaningful difference in the lives of children and families facing difficult situations.

Shifts: Monday-Friday, Monday-Sunday, 8 am - 12 pm, 1 pm - 5 pm

- Answer calls to the crisis line, providing immediate support, information, and referrals to families in need.
- Assist callers with understanding the services provided by Isabel's House and guide them through the intake process.
- Offer emotional support to callers in crisis, helping them to stay calm and providing a listening ear.
- Maintain accurate records of all calls and interactions, ensuring that critical information is documented.
- Assist with help desk inquiries, including greeting visitors, answering questions, and directing them to appropriate resources.
- Collaborate with staff to ensure that families receive the necessary support and services.
- Maintain confidentiality and adhere to all privacy guidelines and procedures.
- Channel In-kind donations and coordinate with the facilities manager to store donations.

Qualifications:

- Ability to pass a background check and complete required training.

Time Commitment:

- A minimum of 4 hours per week is preferred. Flexible scheduling is available to accommodate volunteer availability.

Benefits:

- Make a meaningful impact by providing support to families in crisis.
- Gain valuable experience in crisis intervention and support services.
- Be part of a supportive and caring community at Isabel's House.
- Receive training and support from experienced staff members.

How to Apply:

- Interested individuals should complete the volunteer application form on our website or contact Zion Riffe-Stevens at 417-838-2353 or Zions@isabelshouse.org for more information.