

**Crisis Clinic of Thurston/Mason Counties**  
PO Box 13453  
Olympia, WA 98508  
(360) 586-2888  
Website: [www.crisis-clinic.org](http://www.crisis-clinic.org)  
Contact Person: Maia Bruce, 360-586-2888x108

**Vehicle Required: No**  
**On bus route: Yes**  
**Driver's License Required: Yes**  
**Minutes from downtown Olympia: 5**  
**Auto Insurance Required: No**

**TITLE:** Volunteer In-Service Program Assistant

**HOURS OF SERVICE:** 10:00 a.m. to 6:00 p.m., M–F with some evening and weekend hours

**JOB DESCRIPTION:** The Volunteer In-Service Program Assistant will receive 60 hours of training to provide crisis intervention, suicide prevention, information, and community resources to vulnerable adults and youth. The AmeriCorps member will recruit, maintain and support, and train crisis line volunteers; create in-service/re-certification training opportunities for existing volunteers; and provide phone line crisis intervention. The AmeriCorps member will work closely with other staff to ensure program coordination.

**SITE DESCRIPTION:**

The Crisis Clinic of Thurston/Mason Counties' mission is to enrich the community by empowering people to take control of their own lives through information, referral, crisis intervention, education and training. The Crisis Clinic has operated a crisis line and provided community training in crisis intervention since December 1972 thanks to the generous support of trained volunteers. A core group of 60+ trained volunteers staff the crisis lines.

The Crisis Clinic's location is confidential; Crisis line calls are confidential and anonymous.

**MAJOR RESPONSIBILITIES AND RELATED TASKS:**

- Support volunteer phone workers by providing feedback on phone work, scheduling and coordinating shifts to ensure crisis line coverage, being a resource on agency policies, creating opportunities for volunteers to participate in operations, and providing recognition.
- Provide crisis intervention and resources to clients during crisis line shifts.
- Create opportunities for in-service training and professional development for volunteers; ensure that existing volunteers are re-certified annually.
- Recruit and interview new volunteers in coordination with other staff.
- Actively participate in the Crisis Clinic's training team for new volunteers.
- Work closely with other staff to ensure smooth daily clinic operations.
- Develop projects to serve low income families and youth in the community. These may include (but are not limited to) developing and presenting youth training, speaking engagements and seeking contact with youth and families who may benefit from the Clinic's services.
- Mentor youth volunteers.
- Participation in Outreach efforts by the Clinic to develop dialogue and support for youth and families in marginalized or underserved groups.
- Develop monthly In-Service trainings and facilitate monthly de-briefing sessions with youth and adult volunteers.

**REQUIRED QUALIFICATIONS:**

- Some college preferred, with a focus in psychology, social work, or related field.
- Interest in developing creative programs for volunteer development and support.
- Have an interest in working with youth and adults in crisis, be comfortable engaging in emotional material in a group, and working with diverse populations.
- Good organization, problem solving, and written and oral communication skills.
- Should be able to work independently, be self-motivated, and have a flexible schedule.