Hotline/Shelter

Direct Service

Monday – Friday between 9am – 4pm

Age Restrictions: 18 years or older

Summary of Role:

The Hotline/Shelter volunteers will assist in the daily operations of the Shelter and answer the 24-Hour Hotline. They will help respond to questions and needs of the residents. Volunteers may perform occasional crisis intervention and referrals to incoming callers. May help answer doors for client appointments and donors. They will be asked to complete situational tasks and functions as needed.

Duties & Responsibilities may include, but are not limited to:

- Work closely with shelter advocates to complete various projects
- Learn community resources and referral sources within The Women's Center and Waukesha County
- Answer incoming hotline phone calls and make appropriate referrals. Provide support and crisis intervention.
- Direct calls and/or take messages for the appropriate person or program

Qualifications:

- Dependable, consistent, and empathetic
- Respectful attitude towards all TWC advocates, clients, and their children
- Have a personal vehicle for transportation to TWC
- Good communication and listening skills
- Friendly and professional phone skills
- Willingness to take time and have patience with those in need of assistance
- Ability to prioritize and problem solve
- Flexible & understanding that the needs of the organization may change at any time

Schedule:

A minimum of 1 full shift (2-3 hours) per week availability.

- Monday – Friday between 9am – 4pm
- On-call opportunities (will call ahead to check availability)

Requirements:

- 6-month commitment
- Attend Advocacy Training
    - **Tuesday, January 12th from 5:30pm – 7:30pm**

    - **Thursday, January 14th from 5:30pm – 7:30pm**
    - **Tuesday, January 19th from 5:30pm – 7:30pm**
    - **Thursday, January 21st from 5:30pm – 7:30pm**
- Complete and pass a background check
- Complete and pass a fingerprinting background check

Are you interested in this volunteer role?

Current Volunteers: Email alexandral@twcwaukesha.org and let us know!

New Volunteers: Please fill out our volunteer application here: https://twcwaukesha.org/get-involved/volunteer/application/

For questions, please contact our volunteer coordinator, Alex Lopez, at alexandral@twcwaukesha.org.