



Crisis Responder - Volunteer

Caledon\Dufferin Victim Services is a not-for-profit, charitable organization serving the Town of Caledon and the County of Dufferin. We are a police based, volunteer driven organization offering 24 hour, 7 day a week short-term crisis support, practical assistance, information and referral to victims of crime, tragic circumstance and disaster. We are presently recruiting for **Crisis Response Volunteer**.

Duties & Responsibilities

- Respond to dispatched calls by going on site or by telephone
 - Be available and reachable during shifts and respond immediately to requests for assistance
 - Report to the Communications Coordinator before, during and after every call
 - Complete Client Contract Report forms in a timely manner
 - Follow the Caledon Dufferin Victim Services Code of Conduct.
- Help victims to understand the physical and emotional impact of the crisis reaction
 - Assess for safety at all times
 - Identify needs and provide referrals and provide support and assistance
 - Be professional in behaviour and appearance
 - Interact with clients in a non-judgmental and empathetic way, validating feelings and offering appropriate options
- Provide referrals to community agencies and connect individuals with appropriate assistance and support programs

Training

- 40 hours of combined electronic learning modules and in class training
- Ongoing coaching, mentoring and monthly learning sessions

Qualifications

- Empathetic and non-judgmental
- Excellent interpersonal, problem solving and communication skills
- Open to learning new skills and able to build on existing skills
- Able to work in a team and independently – self starter
- Maturity, self-confidence and a healthy mental/emotional state
- Flexible schedule
- Clean police record check

Requirements

- Consent to a Release of Information which allows police to perform various criminal records checks including a Vulnerable Persons Sector Screening
- Swear an Oath of Confidentiality with the Ontario Provincial Police and with Caledon\Dufferin Victim Services
- Complete required training and attend monthly meetings
- Possess a valid driver's license, insurance and a reliable vehicle
- **Maintenance of confidentiality** is of extreme importance

Benefits

- Reimbursement for out of pocket expenses and travel is provided, as approved and applicable on a monthly basis
- Receive ongoing debriefing, support and counselling when needed

Limitations

- Volunteers must live in the Town of Caledon or County of Dufferin to volunteer
- Volunteer Crisis Responders will not transport clients or be responsible for the care of minors or those in need of medical attention
- All client contact is directed by Caledon Dufferin Victim Services

Term of Assignment

- Commitment to the minimum of three, 12 hour shifts per month
- Provide a minimum of one year of service
- Attending monthly Volunteer Meetings and required workshops

How to apply

Visit our website at www.cdvs.ca and print out our application. Please send the completed application to.

Caledon Dufferin Victim Services

Caledon East Office
15924 Innis Lake Road
Caledon East, ON.
L7C 2Z1
(905) 951-3838
Toll Free 1-888-743-6496
Fax (905) 951-2772

Caledon Dufferin Victim Services

Orangeville Office
390 C Line
Orangeville, ON.
L9W 3Z8
(519) 942-1452
Toll Free 1-888-742-2658
Fax (905) 951-2772

info@cdvs.ca