



Part-Time Crisis Line Specialist (Evening Shift)

Overview:

The Violence Prevention Center of Southwestern Illinois is seeking a compassionate, organized, and dependable individual to join our team as a **Part-Time Crisis Line Specialist**. This position provides critical support to survivors of domestic violence through the agency's 24-hour crisis hotline, while also assisting with emergency shelter operations. The Specialist will provide crisis counseling, information and referrals, appointment scheduling, and supportive services to survivors. This role offers an opportunity to empower people experiencing domestic violence as they take their next steps toward safety, healing, and peace.

Responsibilities:

- Respond to crisis hotline calls with trauma-informed, survivor-centered care, providing crisis intervention and emotional support.
- Maintain current referral information regarding community resources and services.
- Monitor front-door entry for safety and greet visitors, vendors, and clients according to agency policy.
- Complete required reports, documentation, data entry, and filing in a timely manner.
- Assist residential staff with advocacy, support, crisis intervention, information and referrals, and related services for emergency shelter residents.
- Proactively inform the supervisor of information or situations that could affect clients or shelter operations.
- Accept donations and deliveries, complete appropriate forms, and distribute items to the correct locations.
- Provide domestic violence-centered training and education when necessary.

Qualifications:

- Enthusiasm for the mission of the Violence Prevention Center and the survivors we serve.
- Minimum of 2 years of related social service education or experience required,
- BA or BS in psychology, sociology, social work, or a closely related field preferred.
- Ability to engage in active listening and identify immediate needs of clients experiencing crisis.
- Ability to work effectively with diverse populations.
- Excellent oral and written communication skills.
- Ability to work independently while collaborating effectively with a team.
- Ability to remain calm, use sound judgment, and handle stressful situations.
- Must possess a valid driver's license and proof of auto insurance, with the ability to drive an agency van.
- Ability to lift and carry packages weighing up to 30 pounds.

Hours: This position works approximately 30 hours per week scheduled Monday- Friday from 3:00 pm – 9:00 pm with occasional evenings, weekends, and holidays as needed.

Compensation: This position offers a competitive hourly wage of \$17-\$21 based on qualification and experience.

About the Agency: The Violence Prevention Center of Southwestern Illinois (VPC) works to eliminate domestic violence in individual lives and society as a whole. The agency believes that all people have the right to be free from harm, to be respected, and to determine and pursue their own goals. Operating with these values allows the VPC to meet clients where they are and empowers survivors to heal from trauma. The VPC accomplishes this through survivor-led support services including a 24-hour crisis hotline, counseling, legal advocacy, emergency housing, and rapid rehousing. These life-saving services are essential to the survivors of domestic violence we serve and provide clients with the best opportunities to create lasting safety and peace in their lives.

To Apply: Please send resume to ora.mcnaair@vpcswi.org