



**Position Title:** Crisis & Support Line Volunteer

**Objective:** Provide coverage on the Anova Crisis & Support Line (CSL)

**Supervisor:** Volunteer Coordinator(s)

**Responsibilities:**

- Provide support on the CSL using a trauma-informed, anti-oppressive support to those impacted by gender-based violence  
Supports include:
  - Service Connection internally and externally
  - Supportive listening
  - Safety planning & Crisis intervention.
- Fulfill a minimum of 12 hours Crisis & Support Line coverage per month.

**Requirements & Training:**

- Be 18yrs of age or older.
- 40hrs of in-class training as outlined in the volunteer application package.
- 18 hours of on-site training (fulfilled in the monthly hours expectations)

**Benefits you receive:**

- Enhance supportive listening skills
- Learn about community resources
- Get first hand experience supporting survivors for resume and school application.
- Engage with resilient people seeking support
- Provide a sense of safety for others

**Our Commitment to you:**

At Anova we promise to provide a safe(r) space where you can use your skills and passions in your volunteer placement. We will ensure there is support and opportunity for learning and growth in your position. We commit to providing an experience that is mutually beneficial to both the organization and the volunteer. We promise to provide prompt response and action in any issues that impact the safety and security of volunteers.

[anovafuture.org](http://anovafuture.org)

formerly Women's Community House & Sexual Assault Centre London

Charitable Registration Number – 12358 2348 RR0001

