

## Volunteer Position Description Hot-Line Phone

Component	Description
Job Title	Hot-Line Phone
Purpose	To have 24/7 phone access to someone who will listen, care and be able to assist the person as appropriate
Key Responsibilities	Answer the phone during hours assigned phone duty. Always be polite, professional, and schedule appointment if needed. If suicidal, get them to suicide hotline. MAKE SURE YOU ARE FREE TO ANSWER DURING YOUR TIME. MAKE RECORD OF EVERY CALL ON CALL LOG!
Location	Phone can be forwarded or can come in to the facility to answer in daytime if desired.
Supervision	Board of Directors
Length of Appointment	One Year
Time Commitment	Will vary according to volunteer's schedule.
Qualifications	Become familiar with the rehabs that are available. Be able to schedule appointment for intake, etc.
Benefits	Free t-shirt, volunteer recognition yearly
Support Provided	Volunteer training and orientation, a list of possible programs, their pros and cons, costs, and any personal knowledge of the program by Board of Directors.

