



P.O. Box 8016, Reno, NV 89507 Phone (775) 784-8085 Fax (775) 784-8083

Volunteer Application

Program you are applying for: _____ CRISIS LINES _____ SASS _____ 2-1-1

Please Print or Type

Name: _____

Contact #'s: (Home) _____ (Cell) _____ Work) _____

Address: _____
(Street) (City) (State) (Zip)

Date of Birth: _____ E-mail: _____

Place(s) of Employment/Occupation: _____

Have you ever been charged or convicted of a crime other than a traffic violation? If yes please explain: _____

How did you hear about Crisis Call Center? _____

What special skills, abilities, experience, or training will you bring to the Center? _____

Do you speak any languages other than English? If so, which language(s)? _____

Have you done any volunteer work before? If yes, what kind? _____

With the understanding that we all have areas of sensitivity, check any issue(s) that you feel might be difficult for you:

_____ Domestic Violence _____ Sexual Assault _____ Child Abuse _____ Substance Abuse
_____ Mental Illness _____ Depression _____ Sexuality _____ Abortion _____ Suicide
_____ Other: _____

Please list at least 2 non-relative personal or professional references and best time to contact them:

Name: _____ Relationship: _____
Phone#: _____ Time: _____
Name: _____ Relationship: _____
Phone#: _____ Time: _____

Briefly describe why you are interested in volunteering with Crisis Call Center:

Do you have access to a licensed, insured vehicle? _____ Yes _____ No
Driver's License #: _____ State: _____

After completing your training, you are expected to commit to one year of volunteering: four 4 hour shifts per month for the Crisis Lines or three 12 hour on-call shifts per month for the SASS program. Will you commit to this time? _____ Yes _____ No

If no, please explain: _____

I hereby certify that all statements made on this application are true and correct to the best of my knowledge. I understand that by submitting this application, I authorize inquiries to be made concerning my stability as a volunteer. Additionally, I agree to submit to a state and federal background check prior to commencing my volunteer service. The information requested in this application, and such as may otherwise be obtained, will be used only for the purpose of determining suitability as a crisis lines, sexual assault support services or 2-1-1 volunteer. All information will be held in strict confidence.

I understand this application, interview, and the training program is a screening process. The criteria used in the selection of volunteers is designed to insure that the individual is able to meet the responsibilities and emotional needs of both the volunteer and the clients served by Crisis Call Center. If unforeseen circumstances prevent me from fulfilling this one (1) year commitment, I will notify the program coordinator in writing.

Applicant's Signature: _____ Date: _____

What Would You Do?

These are several sample situations you may encounter on the crisis lines or as a SASS advocate. This is not a test. Do your best drawing from your “gut instinct” and/or knowledge you may have. Please mail or fax this back with your application.

Consider the following situations carefully. Use a separate sheet of paper if necessary for your notes on how you would handle each one. What kinds of questions would you ask the person in crisis? What suggestions would you have for them? How would you build rapport and demonstrate empathy?

SITUATION ONE:

The person in crisis wants to know what the date is today.

SITUATION TWO:

The person in crisis is grieving and wants to talk. She tells you it's the one year anniversary of her grandson's death. She also tells you so she takes medication for depression.

SITUATION THREE:

A male person in crisis is very upset and crying because nothing is going right in his life. He can't seem to get along with the people he works with and his girlfriend is always mad at him. He sounds like he's been drinking.

SITUATION FOUR:

The person in crisis is 16, on his high school football team and has a girlfriend. He and his girlfriend have been dating for six months and he says he isn't physically attracted to her. His best friend is a teammate and today after practice while in the showers he got turned on by the sight of his teammates naked. (His friend didn't notice.) What do you say to the person in crisis?

SITUATION FIVE:

The person in crisis has a friend that is in a domestic violence situation and she doesn't know how to help her or what information to give her. What would you tell her with regard to helping her friend? How would you help the caller?

SITUATION SIX:

"Talk me out of it." The person in crisis is calling from a payphone near the freeway. His name is Jack and he tells you he wants to jump in front of a semi or car. Jack has numerous suicide attempts; the latest was last week in Sacramento, where he had his stomach pumped. Jack has young kids at home alone.

SITUATION SEVEN:

The person in crisis is the aunt of three children; Angel is seven, Maggie is five, and John is nine months. She says her sister doesn't allow her to visit because of past parenting arguments so she waits until her sister leaves without the kids and then she goes over and checks on them. Her sister goes out nightly and leaves her kids home alone while she drinks and gambles until the early morning hours. There's hardly any food in the house and the baby's milk was curdled.

SITUATION EIGHT:

An elderly female person in crisis with severe anxiety disorder calls the crisis lines multiple times every day (known frequent caller). Imagine that on this day you've already spoken with her four times and each time her anxiety is escalating. This time she is frantic, crying, saying she misses her daughter and she is afraid she "isn't going to make it". How do you think you might handle this situation?