



Intern/Volunteer Position Description

Program Area: Crisis & Information Services

Service: Crisis Line

Position: Crisis Specialist

Description: An intern/volunteer in this position becomes part of a team of CIS Specialists answering phone calls, chat and text messages made to the Crisis Line. He/she assesses callers' needs, provides empathic support and appropriate intervention to callers in crisis, and makes referrals to community services for callers seeking resources utilizing a computerized database.

Core Learning Objectives:

1. Develop and apply active listening, assessment, crisis de-escalation and motivational interviewing skills.
2. Interact with a variety of individuals with varied presenting issues (including but not limited to domestic violence, mental illness, abuse and neglect of children and adults, opioid and gambling addiction, and possible high-risk situations where first responders may be mobilized).
3. Develop chat and text empathy skills.
4. Gain knowledge of community resources, operate a database, and document services provided.

Days/Hours: Minimum 4-hour shifts, 6:00 AM to 10 PM, Monday-Friday
weekend hours also available

Location: Nashville

Program Director: Shannon Huffman, M.A.

Appropriate for: Undergraduate/graduate students or volunteers