



Volunteer Position Description
Helpline

Supervisor: Helpline Manager

Position Summary:

Helpline volunteers receive in-coming calls on Alternatives' 24-hour helpline when the office is closed. The line is forwarded to the volunteer's phone and answered by the volunteer throughout their shift.

Time Commitment:

- Upon completion of training, serving for 1 year.
- 2-4 shifts per month.
- Complete at least two Helpline in-service training courses scheduled throughout the year.

Location Availability: Remote

Application Requirements

- Attend a Volunteer Orientation.
- Attend a Foundations Course.
- Apply by the given deadline.
- Provide a reference. (Form provided by the Volunteer Development Manager)
- Be formally interviewed by Supervisor and Department Head or Volunteer Development Manager (scheduled by Supervisor and Volunteer Development Manager.)

Training Requirements

- Google Classroom Prep Work: 3 hours
- The Alternatives Approach: 15 hours
- Receive on-going supervision from the Helpline Manager and support from the staff on-call.
- On the Job Training: Determined by Helpline Manager
- Total Hours of Training: 18+ hours

Essential Duties & Responsibilities:

- Log-in to the online calendar (credentials provided) and sign-up for at least 2-4 shifts per month.
- Be available to answer calls during your entire shift.
- Inform callers of our services and give our office information when necessary.
- Encourage callers to come into the office for further information and consultation (by appointment).
- Utilize Helpline manual to provide resources and then complete Client Intake phone form.
- Seek to listen and then speak, answering caller questions thoroughly and honestly.
- Debrief with the Alternatives staff member forwarding the Helpline if necessary.
- Keep in contact with the Helpline Manager regarding schedule changes, questions and concerns.

Administrative Duties

- Keep accurate records on the Intake forms.
- Pass on information from the Client Intake Phone form to the staff on-call promptly after your shift.

General Requirements:

- Acknowledgement of Alternatives' Statement of Faith, Principles, and Mission Statement.
- A willingness to learn and an attitude of service and acceptance.

- A heart for women, men, and their unborn children.
- The ability to listen then speak, empathizing with others.
- Dependable and capable of following through on commitments.
- Has completed the required Helpline volunteer training.
- A willingness to have the Helpline forwarded to your home phone or mobile phone (all calls will remain confidential, and your personal number will not be disclosed to callers).

Benefits

- An opportunity to put feet to your faith and pro-life beliefs.
- Learning and applying better communication skills with people in your life.
- Spiritual growth.
- Using your gifts to benefit others.
- Being part of a team and affecting the culture for Christ.

Alternatives Pregnancy Center's Mission Statement:

Alternatives Pregnancy Center exists to care for Denver-area women and men in pregnancy-related crisis and offer them a meaningful alternative to abortion. Following the example of Christian love, we seek to meet their emotional, physical, and spiritual needs. And we enable and encourage them to choose life every day.

We provide a 24-Hour Helpline, pregnancy tests and options counseling, limited ultrasound services, abortion pill reversal referrals, STD testing and treatment, adoption education, pre- and post-natal medical care referrals, financial and legal referrals, counseling after abortion, and sexual risk avoidance education. All services are confidential and provided free of charge.