

# LaFASA Text Crisis Hotline: MSW Crisis Support Specialist

*This position is open to masters level social work students interested in both macro and micro level social work in the area of sexual violence prevention and response. LaFASA is the statewide coalition overseeing training, technical assistance, funding, and providing support for staff at accredited sexual assault centers across the state. In addition, LaFASA works with Title IX coordinators statewide to better ensure survivors have the opportunity to receive equitable advocacy.*

## Position Description

You will be focusing on supporting LaFASA's newest initiative, a statewide texting and online chat helpline dedicated to providing live, secure, anonymous crisis intervention, support, and resources to anyone impacted by sexual violence. You will gain skills to support individuals of all ages and offer a bridge to more long term support for those that may not be comfortable or aware of all of options available.

As the program grows, it is important for this intern to be open to flexibly supporting the program's various needs. The LMSW Supervisor will work with you to determine projects that align with programmatic goals as well as your goals as a social worker.

Some examples of projects include but are not limited to: recruitment strategy for volunteers; community engagement to increase awareness of the helpline statewide both in person and online; statewide resource verification; monthly support groups for existing volunteers and sexual assault advocates in the state; program evaluation; grant reporting; and opportunities to work with the Director of Prevention and Education on policy initiatives.

## Position Benefits

Flexible hours that can be scheduled to accommodate your schedule. Some evening and weekend work may be required, but at least 2 weeks notice will be given in advance.

### You will:

Learn to communicate compassionately over text to best support the growing number of people who prefer connecting online.

Receive support from a Licensed Master Social Worker (LMSW) and connect with experts in the sexual violence prevention field.

Free individual LaFASA membership (\$45 value). Join and support a growing community of sexual violence prevention and response peers across the state.

Work from the comfort of your own home.

Crisis Support Specialists are on-call for 8 hour-shifts of your choosing; evening and overnight shifts are available.

## Qualifications

1. Be at least 18 years old and live within the US .
2. Must pass a criminal background check provided by LaFASA at no cost to you.
3. Reliable internet connection and technology to connect to the hotline during shifts.
4. Access to a quiet, private place to take chats.
5. Passion for supporting survivors of sexual harm and their loved ones.
6. Nonjudgmental attitude and willingness to practice active listening.
7. Willingness to give and receive feedback to help this pilot program continue to grow.

## Program Expectations

1. Complete 40 hours of extensive training, consisting of both online self-guided learning, synchronous training sessions, and role plays.
2. Commit to at least 1 year of interning with the LaFASA Text Crisis Hotline.
3. Adhere to and practice all LaFASA policies, including anti-discrimination policy, at all times when serving hotline visitors.

If interested complete the support specialist application at [lafasa.org/main/chatline](http://lafasa.org/main/chatline). Please reach out to Courtney Cook (she/her), Crisis Chat Intervention Program Coordinator, with any questions you may have at [courtney@lafasa.org](mailto:courtney@lafasa.org) or 318.794.3855.



**LaFASA**

Louisiana Foundation Against Sexual Assault

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