

## **Dunn House Shelter Volunteer Advocate**

### **POSITION SUMMARY**

Provide support, information, assistance, and advocacy to residents at Dunn House domestic violence shelter, in conjunction with shelter staff and other volunteers.

### **QUALIFICATIONS**

- Possess a passion for strengthening community, providing quality services to those in need, and empowering oneself and others
- Possess active listening and good communication skills
- Able to exercise patience, understanding and compassion
- Able to work in a high-stress environment with a diverse population
- Sensitive to and respectful of people's differences related to culture, age, sexual orientation and gender identification, ability, and personal experience
- Able to handle confidential information with integrity
- Able to learn about and develop a comprehensive understanding of oppression, domestic violence and sexual assault, and related issues
- Able to attend 40 hours of training and an informal interview, complete application materials, and pass a criminal background check
- Be 18 years old or older
- Not a mandatory or Title IX reporter

### **ESSENTIAL FUNCTIONS**

- Respond to clients in a supportive manner by using active listening skills and maintaining a non-judgmental attitude
- Provide ongoing peer support, information, referral, and advocacy to clients using the empowerment model
- Provide crisis intervention counseling in person and by phone
- Conduct intakes, action plan interviews, safety planning, and exit evaluations
- Maintain accurate records, including logging phone calls, documenting information, and making daily shift log entries
- Contribute to cleanliness, orderliness, and upkeep of shelter
- Maintain confidentiality of shelter location and all resident information
- Encourage teamwork through modeling and cooperative interaction
- Maintain a positive, professional demeanor
- Adhere to procedures and protocol as outlined in training and the Volunteer Manual
- Arrive on time for scheduled shifts and provide notice if unable to attend a scheduled shift
- Do your best to attend scheduled in-service meetings and special volunteer events
- Notify the Volunteer Coordinator if you need to take a leave of absence or if you choose to end your volunteer experience

### **SPECIFIC FUNCTIONS**

- Reports to Volunteer Coordinator
- Commits to doing at least one four-hour shift weekly for at least six months

