

HelpLine Volunteer Advocate

POSITION SUMMARY

Provide support, information, assistance, and advocacy to HelpLine callers.

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
- 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

ESSENTIAL FUNCTIONS

- Offer emotional support, information, and assistance on a 24/7 crisis line
- Respond to clients in a supportive manner by using active listening skills and maintaining a non-judgmental attitude
- Provide peer support, information, referral, and advocacy to clients using the empowerment model
- Provide crisis intervention counseling by phone
- Provide callers with a safe and confidential connection to sexual assault, domestic violence, and community resources
- Respond to a variety of issues including: domestic violence, sexual assault, housing, financial assistance, reassurance, suicide, and community resources
- Maintain accurate records, including logging phone calls
- Contribute to cleanliness, orderliness, and upkeep of HelpLine desk
- Maintain confidentiality of client information
- 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