

Resilience: Advocates for Ending Violence

POSITION TITLE: After Hours Help Line Volunteer

PREPARATION: Complete 21 hours of New Entry Training

SUPERVISOR: Crisis and Supportive Services Coordinator

SUMMARY: To provide crisis intervention services to victims/survivors of domestic violence and sexual assault who make contact during business hours. Dealing with victims of domestic violence or sexual assault requires an individual who can: differentiate between their own personal values and beliefs and the needs of the victim; maintain emotional stability while also being empathetic, to build a trusting relationship with victims.

Agency Mission Statement: The mission of Resilience is to respond to, reduce, and prevent domestic and sexual violence against women. This mission will be achieved through education, collaboration, and advocacy with crisis and supportive services to victims and survivors.

SPECIFIC ACTIVITIES:

1. Assume responsibility for covering an agreed upon shift which includes being available by phone (on-call) on scheduled days from 5:00 p.m. until 9:00 a.m. during the work week and 24 hours on weekends or as agreed upon.
2. Provide crisis intervention and assistance by phone during on-call hours.
3. Transport victims/survivors to shelter when necessary; be available during your crisis shift to provide transportation for shelter clients on an emergency basis (i.e., hospital, another dv shelter as needed for safety).
4. Provide information and referral to those who need other community services or do not meet eligibility criteria.
5. Advocate with other agencies when needed and appropriate.
6. Adhere to strict confidentiality policy; guidelines and philosophies.
7. Keep staff informed about clients, both by phone and by completing necessary volunteer paperwork.
8. Maintain awareness of necessary information to be effective in crisis intervention.

GENERAL STAFF EXPECTATIONS:

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.
- Participates in maintaining policies, procedures and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.

- Protects client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- *Participates with other agency staff in being aware of emerging needs within the community and the client population, developing of an agency vision, and working toward continuous quality improvement.*

TO BECOME A VOLUNTEER, EMAIL SHERRYM@RESILIENCEMI.ORG