

# RESILIENCE

ADVOCATES FOR ENDING VIOLENCE™

**Volunteer Position:** After Hours Help Line Volunteer

**Preparation:** Complete 21 hours of New Entry Training (agency provided)

**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.

## **Specific Activities:**

- 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.
- Provide crisis intervention and assistance by phone during on-call hours.
- Provide information and referral to those who need other community services or do not meet eligibility criteria.
- Advocate with other agencies when needed and appropriate.
- Adhere to strict confidentiality policy, guidelines, and philosophies.
- Keep staff informed about clients, both by phone and by completing necessary volunteer paperwork.
- Maintain awareness of necessary information to be effective in crisis intervention.

## **General Expectations:**

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as communicated with Resilience staff.

- 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.

*The above statements are intended to describe the general nature and level of work performed by volunteers in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of volunteers assigned to this job.*

**To apply to become an After Hours Help Line Volunteer, please email [SuzanneK@ResilienceMI.org](mailto:SuzanneK@ResilienceMI.org)**

The Resilience mission is to respond to, reduce, and prevent domestic and sexual violence in Ottawa and Allegan counties. Resilience is an Equal Opportunity Employer.

[www.ResilienceMI.org](http://www.ResilienceMI.org)