



Volunteer Position Description

POSITION TITLE: Domestic Violence Victim Advocate

POSITION DESCRIPTION: Answer Incoming Calls from Victims of Domestic Violence on the Rivers of Hope 24 Hour Crisis Line and provide immediate, helpful service and information to callers with compassion and empathy.

SUMMARY: This volunteer position is responsible for providing direct support to victims who are in need of crisis intervention and support services as a result of domestic violence. The Advocate assists the victim in identifying his/her needs and assists that individual in making connections to community resources available to resolve the crisis.

GENERAL ADVOCACY SERVICES TO VICTIMS:

- Answers calls from victims who are in crisis because of domestic violence and abuse.
- Assists victims in identifying their needs, including assessment of immediate safety, short term housing plan, financial, medical concerns and referrals to appropriate sources.
- Provides each person with a safe, supportive and professional relationship to assist them through the individual's crisis resulting from domestic violence.
- Review or complete Safety Plan and/or Danger Assessment with victim.
- Coordinate the distribution of motel, food and transportation vouchers as needed.
- Submit required reports at the conclusion of each shift.
- Check in with program manager as needed but at least weekly.

QUALIFICATIONS

- Subscribe to the mission and principles of Rivers of Hope and model behavior consistent with the mission and principles.
- Model welcoming and inclusive behavior toward people of all genders, ages, races, religions, cultures, abilities, sexual orientation, educational and economic backgrounds.
- Possess the ability to think and act wisely with objectivity, vision and perspective. Able to interact comfortably and respectfully with people of many different backgrounds.
- Work with other volunteers and in partnership with appropriate staff.
- Keep abreast of current trends and developments.
- Attend meetings or trainings as appropriate to this position.
- Must be at least 18 years old.
- Pass a criminal background check prior to starting work.