



DOMESTIC ABUSE INTERVENTION SERVICES

## Help Line Advocate *Position Description*

**TIME COMMITMENT:** Help Line Advocates must be able to work at least 3-4 hours per week (one shift) for a minimum of 6 months. Shifts are available in 3-4 hour blocks every day from 8am – 12am. Bilingual applicants are encouraged to apply. A 26-hour New Advocate Training, 6-hour Help Line training, as well as numerous Help Line observation shifts are required prior to starting on the Help Line. Ongoing training and support is provided through mandatory in-services and volunteer meetings, which are held every other month.

**GENERAL RESPONSIBILITIES:** Help Line Advocates provide crisis intervention, phone counseling, support, safety planning, information, and referrals via the 24-hour Help Line. Help Line services are available to victims and survivors of domestic abuse, their family, friends, other service providers, and the general public 24 hours a day, 7 days a week. Help Line Advocates must adhere to the DAIS Confidentiality Policy, the Volunteer Protocols & Procedures Manual, the Help Line Protocols & Procedures Manual, and the agency's Code of Ethics.

### **SPECIFIC RESPONSIBILITIES**

- Effectively respond to Help Line calls by providing trauma-informed phone services, including information and referrals to DAIS services, crisis intervention, safety planning, and referrals to community resources.
- Complete all necessary paperwork and statistics during Help Line shifts, including, but not limited to, the Help Line statistics form and the Help Line Communication Log.
- Complete tasks as assigned by the Crisis Intervention Coordinator or other DAIS staff. These tasks may include, but are not limited to, maintenance of agency-wide statistical or resource databases and assistance with clerical tasks.
- Maintain current knowledge of changes in protocols and procedures, new community resources and other information by reading bulletin boards, the Help Line Communication Log, emails, updates in resource manuals, newsletters, the DAIS website, and by consulting with DAIS staff.
- Attend New Advocate Training and Help Line training, volunteer in-services, and Help Line team meetings.
- Observe a minimum of four Help Line shifts with the Crisis Intervention Advocate, part-time Help Line Advocates, and/or trained Help Line volunteers.
- Communicate regularly with the Crisis Intervention Coordinator by notes, phone, email, or in person to provide feedback and discuss any issues that arise. Give suggestions for improvements on service delivery and/or care and retention of volunteers and staff.
- Participate in semi-annual individual check-ins with the Crisis Intervention Coordinator.

- Consistently report to and arrive on time for assigned shifts. Notify the Help Line and Crisis Intervention Coordinator of any absence and attempt to find a coverage replacement (if applicable).
- Immediately report suspected or actual physical, emotional, and/or sexual abuse of any child to the Crisis Intervention Coordinator or On-Call Advocate.
- Take appropriate first steps in an emergency.
- Be free of alcohol and illegal drugs while on shift and on DAIS premises.
- Practice self-care and ask for support and/or assistance, as needed.

### **DAIS RESPONSIBILITIES**

- Train advocates in the skills necessary to effectively staff the Help Line.
- Provide ongoing training and information.
- Be available for consultation and support.
- Provide documentation of volunteer hours for employment and education purposes.
- Provide reference letters after six months of volunteer service (if applicable). These letters will be based on the Crisis Intervention's Coordinator knowledge and experience of the advocate's work and documentation in the advocate's file.

### **QUALIFICATIONS**

- Must be at least 18 years of age.
- Must demonstrate informed sensitivity to the issue and experience of domestic abuse and the ability to respond effectively to people in crisis.
- Bilingual applicants are encouraged to apply.

### **TRAINING**

- 26-hour New Advocate Training
- 10.5 hours of Help Line program-specific training
- 4 Help Line observation shifts (minimum)