



## **Help Line Advocate**

### ***Position Description***

#### **TIME COMMITMENT:**

Help Line Advocates must be able to work at least one 3-4 hours per week (for a minimum of 6 months). Shifts are available in 3–4-hour blocks of time every day from 8am – Midnight. A 26-hour New Advocate Training, followed by an additional Help Line Program Training, as well as 4 Help Line observation shifts are required prior to starting on the Help Line. Ongoing training and support are provided through mandatory in-services, volunteer meetings Help Line 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 and Text Line. Help Line services are available to victims and survivors of domestic abuse, their family, friends, other service providers, and the public 24 hours a day, 7 days a week. Help Line Advocates must adhere to the DAIS Confidentiality Policy, Volunteer Protocols & Procedures, Help Line Protocols & Procedures, and the agency's Code of Ethics. Bilingual applicants are encouraged to apply.

#### **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, Manager of 24/7 Programs, 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 a Crisis Intervention Advocate and/or trained Help Line volunteers.
- Communicate regularly with the Crisis Intervention Coordinator through notes, or by phone, email, or in person to discuss any issues that arise, to provide feedback or suggestions for improvements on service delivery and/or the care and retention of volunteers.
- 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 and the Manager of 24/7 Programs 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 and the Manager of 24/7 Programs or On-Call Advocate.
- Take appropriate first steps in an emergency.
- Do not arrive for your shift under the influence or in possession of alcohol and/or illegal drugs or use these substances while on DAIS premises.
- Practice self-care and ask for support and/or assistance, as needed.

#### **DAIS' RESPONSIBILITIES TO HELP LINE ADVOCATES**

- Train advocates in the skills necessary to effectively cover the responsibilities of 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 as requested after six months of volunteer service (if applicable). Letters will be based on the Crisis Intervention Coordinator knowledge and experience of the volunteer's work and documentation maintained in the volunteer's file.

#### **QUALIFICATIONS**

- Must be at least 18 years of age.
- Must demonstrate informed sensitivity to the issues and experiences of domestic abuse victims and their children and must demonstrate an ability to respond effectively to people in crisis.
- Must be able to maintain strict confidentiality
- Bilingual applicants are encouraged to apply.

#### **TRAINING**

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