

Are you a good listener? Do you enjoy talking on the telephone? Are you interested in being a supportive advocate to people impacted by domestic violence? Our Help Line is supported by advocates who volunteer their time and provide crisis intervention, support, safety planning, information, and referrals through the 24-hour Help Line and Text Line. Help Line Advocates are often one of the first points of contact for individuals seeking support or assistance. Services are available 24/7 to survivors of intimate partner violence, as well as their family members, friends, service providers, and the public. Volunteers are essential members of the DAIS team, contributing directly to the sustainability and effectiveness of our services.

GENERAL RESPONSIBILITIES:

Help Line Advocates provide crisis intervention, phone 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.

SPECIFIC RESPONSIBILITIES

- Effectively respond to individuals reaching out via the Help Line/Text Line by providing trauma-informed 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 assigned by the Crisis Intervention Manager, Manager of Shelter and Family Services, 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, reviewing 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 (4) Help Line shifts with a Crisis Intervention Advocate and/or trained Help Line volunteers.

- Communicate regularly with the Crisis Intervention Manager 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 Manager.
- Consistently report to and arrive on time for assigned shifts. Notify the Crisis Intervention Manager and the Manager of Shelter and Family Services of any need to be absent 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 Manager 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 volunteers 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 reference letters and/or documentation of volunteer hours for employment and education purposes. Letters will be written based on the Crisis Intervention Manager's knowledge of the volunteers' service and any documentation maintained in their volunteer 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 listen and respond effectively to people in crisis.
- Must be able to communicate clearly and effectively over the phone and by text message.
- Must be able to maintain strict confidentiality
- Bilingual applicants are encouraged to apply.

TIME COMMITMENT:

- Help Line Advocates must be able to work at least one shift of 3 to 4 hours per week for a minimum of 6 months. Shifts are available in 3 to 4 hour blocks of time every day from 7:00AM-11:00PM. Currently our greatest need for support is on weekdays from 3:00PM – 7:00 PM.

TRAINING

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