

Position Title: Hotline Advocate Volunteer/Intern

Supervisor: Jennifer Kloesel, Volunteer Coordinator. Call at 360.682.6744 or email jenniferk@victimsupportservices.org

How to Apply (Two options): Contact Jennifer Kloesel for more information on the Hotline Advocate Intern position and to receive a Victim Support Services application via email or visit our website at www.victimsupportservices.org/volunteer-opportunities to download the application.

Applicant Type: Adults, individuals, students (must be 18 years or older), those who are passionate about helping others and would like to gain experience and knowledge with providing direct services to those hurt or harmed by crime.

Description: The Hotline Advocate Volunteer and/or Intern is vital to effective and compassionate response to victims of general crime (all crimes except domestic violence and sexual assault) calling or texting the Washington State Crime Victim Services Center hotline monitored and managed by Victim Support Services. Through the statewide hotline, crisis intervention, information and appropriate referrals enables victims of crime to access critical services in a timely manner. Under the daily supervision of the Director of Hotline & Volunteer Services, this position requires communication and collaboration with the Director of Hotline & Volunteer Services and other VSS advocates, service providers and partners throughout Washington State. This job primarily involves responding to hotline calls/texts after business hours via phone or text services or a combination of both. If interning for school credit, hours will primarily be during business hours, with opportunity to provide coverage after business hours as well.

Essential Position Functions:

- Utilize crisis intervention strategies and skills to assess callers' needs and safety
- Provide emotional support, information, referrals, and advocacy
- Comply with agency requirements of strict client confidentiality and professional ethics
- Document calls and follow up's in accordance with agency policies
- Send proper follow-up documentation to Director of Hotline & Volunteer Services

Location and Time Commitment: Hotline Advocate Volunteers for both text and phone services work remotely from home. Interns work in our VSS Administration Office in Everett, WA. Time and hours each week are flexible dependent upon the volunteer's needs and preferences. Mandatory attendance at monthly Hotline and Volunteer Service meetings on the 3rd Monday of each month at 6pm at the VSS Administration office in Everett, WA. Hotline Advocate volunteers and interns are required to complete 12 hours of continuing education per year of service, which is provided free by Victim Support Services.

Minimum Requirements: Successfully complete application and/or resume, complete interview, criminal background check, and screening process. Successfully complete the 40-hour pre-service advocacy which includes on-the-job training during business hours, provided by VSS, before responding to a victim of crime on the hotline. Excellent communication skills, both oral and written. Ability to maintain confidentiality of sensitive information. Participation as a team player and sensitive to issues of diversity. Must have access to

telephone, computer, and internet from home. Computer knowledge of MS Office products (Word and Excel), and email systems. Ability to work independently, analytical and problem solving skills which enable advocates to assist callers with issues at hand. Professional approach and demeanor that sets a professional tone and ability to work collaboratively with other volunteers, staff and community professionals.

Volunteer Benefits: Integral to providing direct services to victims in the state of Washington is Core Advocacy Training. This forty-hour training qualifies individuals to provide services at Crime Victim Service Centers in Washington state. Victim Support Services (VSS) provides this essential training three to four times a year. Our core training is open to any staff, volunteer or board member working on behalf of a Crime Victim Service Center, prosecution based advocacy, social service program, or mental health agency in Washington State.

Victim Support Services Core Academy training is NACP (National Advocate Credentialing Program) Pre-approved! What that means is any individual that completes our core training can apply to be a nationally credentialed advocate. When you're a credentialed advocate, you have the benefit of enhanced recognition, credibility and mobility in the victim assistance field.

Additionally, make a difference, be a voice for victims of crime during some of the darkest moments of their life, take on challenging tasks and gain confidence, see the world in a new light, build your resume, volunteering is a plus on college applications, supervisor will write letter of recommendations, enjoy the rewarding benefits of helping someone in need.

Community Needs Met: Help victims of crime in our community in order to empower them by providing crisis intervention, resources, information and more.

Position Description Agreement (for use upon volunteer or intern placement):

I have fully read and understand this position description, and I agree to adhere to the parameters of this voluntary role as stated above.

Applicant Signature: _____ Date: _____