

**Position Title:** Victim Advocate Volunteer or Intern

**Supervisor:** Jennifer Kloesel, Volunteer Coordinator. Call at 360.682.6744 or email [jenniferk@victimsupportservices.org](mailto:jenniferk@victimsupportservices.org)

**How to Apply (Two options):** Contact Jennifer Kloesel for more information on the Victim Advocate Volunteer/Intern position and to receive a Victim Support Services application via email or visit our website at [www.victimsupportservices.org/volunteer-opportunities](http://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 Victim 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) utilizing advocacy services from Victim Services. Under the daily supervision of the Director of Hotline & Volunteer Services in conjunction with an assigned Victim Services Coordinator, 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 courtroom support, client meetings, criminal justice intervention, help completing crime victim compensation forms and more.

Essential Position Functions:

- Provide direct assistance to crime victims, their families and friends, via telephone and in-person contacts in conjunction with the Victim Services Coordinator you are assigned to
- Offer emotional support, resources, referrals and assist with typical struggles created by victimization
- Provide information and referral services to victims/loved ones regarding other agencies, counselors, legal services, medical services, support groups and shelters
- Assist with filing for Crime Victims Compensation, writing Victim Impact Statements, and enrolling in Victim Witness Notification Program
- Advocate on behalf of victims and survivors within the criminal justice system
- Provide for on call shifts on the Washington State Crime Victim Service Center Hotline as back up staff after business hours (Approximately 3 shifts a month)
- Other duties as assigned

**Location and Time Commitment:** Victim Advocate Volunteers and/or Interns may work in our VSS Administration Office in Everett, WA or in or satellite offices in Bellingham, Seattle or Covington, WA. Time and hours each week are flexible dependent upon the volunteer's needs and preferences as well as the Victim Services Coordinator they are assigned to. Mandatory attendance at monthly Hotline and Volunteer Service meetings on the 3<sup>rd</sup> Monday of each month at 6pm at the VSS Administration Office. Victim 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, 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 providing direct services to victims of crime. 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. Computer knowledge of MS Office products (Word and Excel), and email systems. Analytical and problem solving skills which enable advocates to assist clients 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/Intern 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.

In addition to becoming a certified victim advocate, you will make a difference by being 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 new light, and build your resume. Volunteering is a plus on college applications, the volunteer supervisor will write a letter of recommendation and will reap 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: \_\_\_\_\_