

Position Title: Hotline Advocate Volunteer or Intern

Supervisor: MaryKate Lesar, Information and Referral Specialist. Call at 425.551.0065 or email MaryKate@victimsupportservices.org

How to Apply (Two options): Contact MaryKate Lesar for more information on the Hotline Advocate Volunteer/Intern position and to receive a Victim Support Services application via email or visit our website at <https://victimsupportservices.org/volunteer/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 Information and Referral Specialist in conjunction with the Hotline Manager and Programs Administrator, this position requires communication and collaboration with the Information and Referral Specialist, Hotline Manager, and other VSS advocates, service providers and partners throughout Washington State. This job primarily involves responding to hotline calls/texts during the business hours of Monday-Friday, 9:00 a.m. to 5:00 p.m. PST, including holidays, or via text, both during and after business hours. 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 in accordance with agency policies
- Send proper follow-up documentation to Hotline Manager & Information and Referral Specialist

Location and Time Commitment: Hotline Advocate Volunteers/Interns for both text and phone services will work remotely. Time and hours each week are flexible dependent upon the volunteer's needs and preferences as well as the needs of the hotline. *Mandatory* attendance at monthly Volunteer Engagement meetings on the 3rd Monday of each month at 5pm PST via Zoom where we ask for cameras to be on at all times unless approved otherwise by the supervisor. Lastly, 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. *Minimum of 7 shifts per month*, occasionally less, depending on staffing. Completion of the 40-hour CORE advocacy training sponsored by VSS or Victim Assistance Training (VAT) through the Office for Victims of Crime Training and Technical Assistance Center (OVCTTAC) before providing direct services to victims of

crime. Volunteers that take VAT are still required to complete CORE advocacy training within a year of date of hire. 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 reliable 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: Victim Support Services' CORE advocacy training qualifies as a pre-approved training for the National Advocate Credentialing Program (NACP). This means any individual that completes our 40-hour CORE advocacy training would be eligible to apply for the provisional level of a nationally credentialed advocate. Credentialing offers many benefits to those in the victim assistance field including, but not limited to, enhanced recognition, credibility and mobility as well as the designation of "CA" after their names.

In addition to becoming a nationally credentialed advocate, you will make a difference by being a voice for victims of crime during some of the darkest moments of their lives. You will have the opportunity to grow individually and professionally while building your resume along the way. Advocacy is at the heart of VSS and bringing hope to victims and their families is the ultimate reward.

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: _____