

Position Title: Crisis and Referral Advocate

How to Apply (Two options): Email volunteer@victimsupportservices.org 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 Crisis and Referral Advocate is vital to effective and compassionate response to victims of general crime (all crimes except domestic violence and sexual assault) calling Victim Support Services seeking assistance. Through the referral line, Crisis and Referral Advocates will provide crisis intervention, information and appropriate referrals to enable victims of crime to access critical services by responding to their inquiry via phone within a timely manner to connect callers with appropriate resources. Under the daily supervision of the Programs Administrator, this position requires communication and collaboration with the Programs Administrator and other VSS advocates, service providers and partners throughout Washington State. This position primarily involves responding to calls needing crisis intervention and/or a referral to an advocate at their local crime victim service center between the hours of 7:00 a.m. and 7:00 p.m. PST Monday-Friday, excluding holidays.

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 the Programs Administrator

Location and Time Commitment: Crisis and Referral Advocates work remotely. Schedule is flexible dependent upon the volunteer's needs and preferences as well as the needs of the referral line. 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 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. 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.