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Volunteer Advocate Job Description

1. Volunteer advocates are on-call during the week between the hours of 4:30 PM and 9 AM the next morning. On weekend/holiday shifts, the advocate is on call from 9 AM until 9 AM. For example, Dorothy is on call from 9 AM Saturday to 9 AM Sunday.

2. Advocates are to be available by telephone during their entire on-call shift. The advocate picks up the cell phone bag by no later than 4:00 PM and return it by no later than 1 PM the following day on weeknight shifts. If the shift is on Friday or Saturday, call the next advocate to coordinate a cell phone exchange time. This will eliminate any confusion due to the 9 AM shift change over. Remember: do not turn the phone off at any time.

3. The on-call advocate will provide over the phone advocacy:
 - a. Will respond to all emotional support and/or crisis calls received on the hotline and will provide immediate crisis intervention, information and referral for all family and sexual violence calls.
 - i. Will connect caller with the ATVP staff back up as soon as possible if a call out is necessary.
 - b. Will respond to calls received on the hotline or as referrals from the CVSC statewide hotline for crime victims calling the CVSC Region 8 program. Will provide information and referral.
 - i. For crisis intervention and all other supports, the staff back up will be immediately contacted to respond directly (over the phone and/or in person) to the CVSC region 8 caller.

4. By 9 AM, the advocate will call the Pullman office and leave a message with the Volunteer and Intern Lead or another available staff. On weekends, the advocate will call in to the office on the Monday following their shift to pass along all weekend call updates. The message will include information concerning their shift, their calls, and what immediate follow-ups are needed.

5. Advocates will complete all relevant forms contained in the hotline phone bag for calls received during their shift, and bring in the bag with the forms to the office before 1 PM the following day.

6. Back-up staff are available by phone to assist the primary advocate during their shift. They will help evaluate situations, answer questions, and respond to other incoming calls should the volunteer advocate be occupied with another call. They will also respond to all call-outs (i.e. responding to police department, hospital, etc.).

7. After completion of the initial formal advocate training, advocates will attend monthly advocate meetings to debrief calls and complete ongoing training.

8. Advocates may volunteer for activities in addition to or other than on-call hotline shifts. These include internships, fundraising, and assisting during tabling or other outreach events.

The following advocate contract is incorporated as part of the job description:

- i. I will keep the concerns of the client foremost at all times.
- ii. I promise that under no circumstances will I disclose any information regarding clients to anyone other than ATVP staff or advocates without the client's written consent.
- iii. I will sign up for a minimum of two to three on-call shifts per month and/or provide at least 24 hours per month of other volunteer services. If I am unable to be on-call once signed up, I will notify the office staff immediately and attempt to find my own replacement.

I may be terminated for any of the following reasons:

- i. Revealing confidential information.
- ii. Use of alcohol or drugs while on-call.
- iii. Failure to meet acceptable standards of performance as a support advocate.
- iv. Committing any acts of sexual, physical, or emotional violence upon another.

Alternatives to Violence of the Palouse does not assume responsibility for any damage to property or for personal injury you may suffer while performing volunteer duties. Alternatives to Violence of the Palouse will not indemnify or otherwise assume responsibility or liability for the acts of its volunteers.

I understand that I will not receive reimbursement without proper documentation.

I have read and fully understand all the terms and conditions of this agreement.

Signature: _____

Date: _____

Witness: _____

Date: _____

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