Buckeye Region Anti-Violence Organization (BRAVO) HelpLine Volunteer

TITLE: HelpLine Volunteer Advocate
4 hour shifts, typically between 6-10pm, minimum of 2 shifts per month
Supervised by: Survivor Advocate Supervisor

JOB OBJECTIVES:
Individual is responsible for performing direct advocacy services, including but not limited to, legal advocacy, medical advocacy, and support, to survivors of intimate partner violence (IPV), sexual assault, stalking, and anti-LGBTQ+ bias violence. These advocacy services will be provided through phone, web chat, and text HelpLine support. BRAVO HelpLine volunteers provide advocacy, emotional support, safety planning, hate/bias violence/crime, sexual assault, intimate partner violence, and stalking resources information to survivors who contact the BRAVO HelpLine.

ESSENTIAL JOB FUNCTIONS:
• Provide timely and appropriate advocacy in culturally humble manner
• Recognize the interests and rights of survivors as primary responsibilities
• Provide emotional support, crisis intervention, sexual assault, IPV, hate/bias violence/crime, and stalking information and resources to survivors
• Provide all HelpLine services anonymously when survivors do not disclose any personal or identifying information

NON-ESSENTIAL JOB FUNCTIONS:
• Performs related essential and non-essential functions as required.

SHIFT EXPECTATIONS AND RESPONSIBILITIES:
• Expected to be logged-in to the BRAVO HelpLine to receive direct calls, chats, and texts for the entirety of any shift
• Use only BRAVO/Equitas Health approved technology hardware and software to communicate on the BRAVO HelpLine
• Must be present and located in a secure, safe, and confidential location during the entirety of any shift
• Must be awake, alert, and ready to answer all incoming communications during the entirety of any shift
• At end of any shift, complete and submit the BRAVO HelpLine shift report

I. JOB REQUIREMENTS:
Training: HelpLine Volunteers will fully participate in, complete, and pass a standard Survivor Advocacy Training offered through SARNCO and an 8-hour Culturally Specific Services Training specific to LGBTQ+ survivors of violence offered through BRAVO. There is no cost to the volunteer for either training.

Critical Skills/Expertise:
• Ability to organize and prioritize HelpLine Shifts;
• Ability to define and solve problems, collect data, establish facts, draw valid conclusions using judgment, and analytical skills as well as common sense;
• Ability to effectively communicate, both orally and in writing;
• Ability to work effectively with survivors who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function with a reasonable range of constructive behaviors;
• Ability to work independently, under pressure, and to set and achieve goals;
• Ability to work effectively with LGBTQ+ and other diverse communities.
• Ability to work competently with computers, smart-phones, and the Internet.
• Ability to maintain confidentiality.
Position Standards:
• Must be at least 18 years old
• Must successfully complete all training requirements as defined above
• Must successfully complete all continued training as required by BRAVO
• Knowledge of sexual assault, stalking, IPV, including working with survivors, and LGBTQ+ issues.

II. DIFFICULTY OF WORK
Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures.

III. PERSONAL WORK RELATIONSHIPS
Individual works with co-workers, employees from public and private sector organizations and the public. The purpose of these contacts is to guide and direct, check on progress of work assigned, coordinate services, and handle questions about Department, programs and procedures and client’s concerns.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: The physical requirements of the position are identified as sedentary work, which may require the lifting of up to twenty-five (25) pounds.

Personality: Self-driven, results-oriented with a positive outlook, and a clear focus on high quality of services provided. A natural forward planner who critically assesses own performance. Mature, credible, and comfortable in dealing with multiple people in a small work environment. Must be an empathic communicator and able to see things from the other person’s point of view. Keen for new experience, responsibility and accountability. Must be able to get along with others and be a fully invested member of the team.

Computer/Technology Skills: Must be adept in use of telephone and online chat services.

Job Locations: The minimum work conditions for the position indicates that the individual is not exposed to adverse environmental conditions.

ACKNOWLEDGEMENT

I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

____________________________________  ________________________
HelpLine Volunteer                      Date
____________________________________  ________________________
BRAVO Staff                              Date

Job Locations: