



Position	Advocate
Reports To	Executive Director/Advocacy Coordinator
Required Commitment	<i>Volunteer:</i> 12 months <i>Internship:</i> 1 school year/9 months (excluding Thanksgiving, Winter and Spring Breaks)
Required Hours	50 hours Advocate Training Carry Crisis Line each Month 5 hours in the Office Each Week

Position Description

Project Hope Advocates will be trained to provide advocacy, crisis intervention, information, and referrals regarding issues of domestic violence and sexual assault. During the course of their internship, advocates will assist with providing direct client services at the office as needed, will assist with carrying the 24/7 crisis line, and will assist Project Hope staff with general office work as well as outreach and education.

ESSENTIAL JOB FUNCTIONS

- **Direct Client Services (Office)**
 - Place appointment reminder calls to clients as needed/requested.
 - Look up community resources and/or place calls for information on behalf of clients.
 - Provide advocacy to clients (including crisis intervention and safety planning as needed).
 - Assess immediate client needs and provide appropriate referrals.
 - Provide information about judicial, legal, medical, law enforcement and counseling services.
 - Provide clients with education and information on the dynamics of Domestic Violence and Sexual Assault.
 - Provide emergency transportation and arrange emergency safe shelter when necessary.
 - Complete necessary paperwork documenting services rendered and activities performed using office tracking systems.
 - Assist with providing clients with food, clothing or other necessary supplies.
 - Sign up for a MIMIMUM of 1 shift each month to provide child-care services for our support groups.
 - Sign up for a MINIMUM of 1 shift each month providing advocacy services with a staff member up on Western’s campus.
 - Attend court hearings with clients/staff as requested.

- **24/7 Crisis Line**
 - Carry the phone for a MINIMUM of 1 shift each month (number of shifts will be dependent on the total number of advocates and if you are completing internship hours).
 - Answer Crisis Line (phone is provided).
 - Provide advocacy and crisis intervention to callers.
 - Provide callers with education and information on the dynamics of domestic violence and sexual assault.
 - Assess immediate caller needs and provide referrals.
 - Provide information about judicial, legal, medical, law enforcement and counseling services.
 - Provide emergency transportation and arrange emergency safe shelter when necessary.
 - Complete necessary paperwork documenting services rendered and activities performed, which is to be submitted to the Advocacy Coordinator within 24 hours of contact
- **Office Work**
 - Assisting staff with maintaining office space on a weekly basis (taking out trash, recycling, and running vacuum).
 - Answering phone and handling general questions, taking messages or directing calls to appropriate staff members as required.
 - Maintaining inventory of client supplies (clothing and shelter items)
 - Maintaining inventory of office supplies and notifying staff of items needed
 - Organizing donations received, maintaining consignment accounts.
 - Handling Shelter Alliance cell phone donations (picking up and mailing phones)
 - Maintaining Press Release and Lights and Sirens Binders
- **Outreach/Awareness**
 - Assist with updating Project Hope's Facebook page to reflect current events/topics.
 - Distribute Project Hope promotional material around the community, refill as needed.
 - Maintain a list of places and dates where Project Hope information is located.
 - Sign up for a MINIMUM of 1 shift each month providing outreach at our info booth on Western's campus.
 - Assist with public awareness for all events.
 - In the Fall – assist staff with planning and hosting our annual HopeFest event.
 - In the Spring – in April, create a window display at the Treads N' Threads to educate the community on Sexual Assault Awareness Month (SAAM).

Requirements

- Must complete 50-hour mandatory advocate training.
- Must maintain client confidentiality at all times.
- Must have strong written and verbal communication skills to effectively engage with clients, volunteers and staff.
- Must undergo a criminal background check.
- Must demonstrate the ability to work independently.
- Must have the ability and willingness to perform direct client services and related activities.
- Must engage with all clients in a kind, compassionate, and understanding manner.
- Must provide your timesheet each month to the Executive Director for review.
- Must complete office hours as scheduled by the Executive Director, you must **CALL** the Executive Director if you are unable to make a shift.
- Must attend ALL Monthly Advocate Meetings (MAGs)
- Must commit to internship requirements as decided by the associated institution (if applicable).
- Must be at least 18 years of age.
- Must have an open and non-judgmental attitude, with a demonstrated commitment to working with a diverse mixture of individuals regardless of race, creed, color, sexual orientation, religion, sex, national origin, mental and physical disability or age.
- Must share program philosophy and remain in good standing with the program.
- Must understand mission and services provided by Project Hope
- Must represent Project Hope in a positive and professional manner
- Must have closure on any personal issues/victimization with domestic violence and/ or sexual assault.

Advocate Signature: _____

Date: _____

Executive Director Signature: _____

Date: _____

NOTE: This job description is not intended to be all-inclusive. Volunteer may perform other related duties as negotiated to meet the ongoing needs of the organization. The job description does not constitute an employment agreement between the employer and volunteer and is subject to change by employer as the needs/requirements of the job change.