



## **Survivor Advocacy Volunteer** *(Direct service - 2 to 4 positions)*

### **Description**

Haven is the Gallatin Valley's non-profit serving survivors of domestic violence, sexual assault, stalking, and sex trafficking. Founded in 1979, Haven provides a 24-hour support line, emergency shelter, legal advocacy, counseling, and support groups for survivors of family violence. Haven also works towards prevention and education.

Survivor Advocacy Volunteers work with Haven's trained Survivor Advocates to support survivors. They answer Haven's 24-hour support line and offer participants emotional support, crisis intervention, information and referrals, and assistance connecting with social services agencies and completing paperwork. At times, Survivor Advocacy Volunteers may have the opportunity to provide in-person advocacy services.

### **Responsibilities**

#### **Training and Hours**

- Meet with the Engagement Coordinator for an informational meeting prior to training
- Attend one of Haven's quarterly Volunteer and Internship Weekend Trainings
- Participate in training and shadow shifts with Survivor Advocates within the first month after the weekend training
- Participate in ongoing training and/or meetings with Survivor Advocates as needed
- Attend staff meetings and other meetings as directed by Lead Advocate
- Required hours: Minimum 4-6 per week
- Duration: 6 months, no minimum hours per week needed after 6 months

#### **Survivor Advocacy**

- Answer support line during hours of work and record calls in iCarol database
- Provide crisis intervention, follow-up, emotional support, advocacy, information, and referrals to support line callers, participants, and shelter residents
- Assess for safety and assist with safety plan creation
- Arrange hotel/motel accommodations and emergency transportation
- De-escalate crises and emergencies with shelter residents
- Maintain shelter policies

#### **Data Collection**

- Accurately and consistently collect participant data utilizing various data collection tools (e.g., iCarol call reports/participant interactions, shelter screening forms)
- Track utilization of services and resources such as the language line, taxis, hotels, gas cards, etc.

#### **Other**

- Check in with Survivor Advocates and/or other Haven staff as needed for support in maintaining self care and personal boundaries while providing direct service

### **Physical Demand and Work Environment**

This position requires sitting, walking, navigating stairs, answering and dialing a phone, and talking one-on-one in close proximity in a usually quiet environment. Reasonable accommodations will be made to enable all individuals to perform the essential job functions.

## **Haven Protocol for Taking Calls at Home**

- Have access to a personal cell phone.
- Ensure you have a space that is confidential in your house. You can do so via playing music, a fan, or sound machine placed between you and any outside entity not privy to Haven information, if you need a noise buffer. For example, place a noise machine outside your door between you and housemates.
- Let your housemates know you are taking calls and to not come into the confidential space you have created.
- Delete your call history at the end of your shift.
- If you are texting an advocate about a certain participant, only use their initials and delete the text at the end of your shift. It is always best to make a voice call, if you can.
- Shred or delete any notes you may have taken throughout your shift.

## **How to Apply**

- Submit the online Volunteer and Internship Application found at [havenmt.org/join-our-team](https://havenmt.org/join-our-team)