

## Volunteer Advocacy Counselor

### Position Description

The 24-hour Helpline is one of our most critical programs. With your help, we can ensure that any survivor who needs help can find it, no matter what the time or day.

### Responsibilities

In-office helpline volunteer: Respond to helpline calls and provide in-person support to survivors at the Downtown Support Center.

On-call helpline volunteer: You will be available by phone during evening, overnight, or weekend shifts to answer helpline calls, respond to law enforcement referrals, and provide in-person support during medical exams.

### Volunteer Benefits

- Opportunity to develop Crisis intervention skills
- Experience working with diverse populations
- Experience working within the civil legal system
- Experience working within an office environment
- Increased understanding of community resources
- The chance to work with other compassionate, hard-working individuals including volunteers, clients, staff, and Board of Directors

### Qualifications & Requirements

- Ability to respond with empathy to individuals in crisis
- Active listening skills and ability to tailor friendly communication skills to meet client needs
- Belief in the rights of all individuals to self-determination and empowerment
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations, and racial diversity
- One year commitment of four helpline or on-call shifts per month
- Successfully complete an in-person interview and criminal background check
- Successfully complete the 53 hour Advocacy Counselor Training and maintain 32 ongoing training hours each year after



**Domestic Violence and  
Sexual Assault Services**  
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24 hour helpline: 360.715.1563  
toll-free: 877.715.1563  
*accepts 711 and other relay calls  
Se habla español.*