

Emergency Response Volunteer Advocate

- Position:** Emergency Response Volunteer Advocate
- Accountability:** Accountable to the YWCA Director of Training and Community Impact
- Function:** To provide emotional support and information to domestic assault survivors and their family members/friends.

RESPONSIBILITIES:

- Respect the confidentiality of all client/agency information.
- Be available for call-outs twice a month between 5pm and 9am weekdays, and 9am to 9am weekends and holidays.
- Respond to local police calls after a domestic assault is reported.
- Provide support and advocacy to primary and secondary victims of domestic violence.
- Complete required client contact forms.
- Adhere to the policies and procedures of the YWCA.
- Complete screening/training process.

QUALIFICATIONS:

- Must be at least 18 years old (men or women).
- Able to respond within 30 minutes of a call.
- Listen with compassion to someone in crisis.
- Be patient and non-judgmental in relation to survivor's interests and attitudes.
- Able to work well under pressure.
- Spanish Proficiency Preferred.

TRAINING COVERS:

- Basic empathy skills
- Role plays
- Domestic assault laws and information on legal processes
- Information on evidence collection/medical concerns
- Power and control wheel and common reactions to assault
- Issues of diversity
- Self-care for care givers/support providers

COMMITMENT:

Volunteers contract to serve two (2) shifts a month for a minimum of one (1) year

Please contact Sherry Brockway at sbrockway@ywcakalamazoo.org or at 269-345-5595, ext. 353.