

HELPLINE VOLUNTEER ADVOCATE



- SUMMARY:** Helpline Volunteer Advocates answer crisis calls and online chats of the loveisrespect, National Teen Dating Abuse Helpline during peer supported hours.
- GENERAL DESCRIPTION:** Helpline Volunteer Advocates provide referrals and information to callers and chats as requested.
- Helpline Volunteer Advocates provide peer support and guidance to Helpline callers that may be experiencing dating and relationship abuse or supporting someone who is.
- QUALIFICATIONS:** Potential volunteer advocates must be 16 years of age and older; have an ability to listen well and compassionately; must have a friendly, flexible personality; comfortable working in a social change environment; able to work within the agency's guiding principles to empower callers.
- REQUIREMENTS:** Helpline volunteer advocates:
- Attend a Q&A and tour with the Volunteer Recruiter Specialist or other designated Helpline staff.
 - Submit to a criminal background check and application process with at least three personal, educational, and professional references.
 - Attend the National Domestic Violence Hotline volunteer advocate 40 hour training.
 - Attend an interview with the Operations Manager.
 - Demonstrate adequate skills post training in crisis intervention through participation in four hours of monitoring live NDVH calls, Helpline practice chats and role plays.
 - Commit to a minimum of 8 hours monthly.
 - Attend in-service training and receive continuing education.