

LifeWire Helpline Volunteer

Position Description and Roles and Responsibilities

| Shift: | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------|--------|---------|-----------|----------|--------|
| 8am-10:30am | OPEN | OPEN | OPEN | OPEN | OPEN |
| 10am-12:30pm | OPEN | X | OPEN | OPEN | X |
| 12pm-2:30pm | OPEN | OPEN | OPEN | OPEN | X |
| 2:30pm-5pm | X | OPEN | OPEN | OPEN | OPEN |

We ask that you **commit to one shift per week. Each shift is 2.5 hours. Schedule is subject to change.*

LifeWire is an equal opportunity/affirmative action employer. We value diversity on our staff and volunteer team.

Position Description

Duties:

- Answer incoming calls during assigned shift
- Provide survivor driven and trauma informed advocacy services to survivors of domestic violence
- Educate callers on the dynamics of domestic violence
- Provide resources and referrals as needed
- Safety plan
- Maintain paperwork and complete data entry – including monthly reports
- Maintain confidentiality at all times
- Check the voicemail at least once during your shift

Requirements:



- Complete volunteer application and background check paperwork
- Attend mandatory 20 hour Volunteer and Domestic Violence Advocacy training and all subsequent shadow and reverse-shadow shifts
- Commitment of 1 year minimum
- Continue relevant trainings on advocacy to survivors of domestic violence and marginalized populations

Qualifications:

- Ability to listen effectively and provide genuine support
- Ability to develop rapport with callers
- Ability to maintain confidentiality
- Ability to remain calm in times of crisis
- Ability to work with diverse populations

Reports to:

Natalie Hills, Resources Manager

natalien@lifewire.org – (work) 425-562-8840 ext. 358

or

Julie Anthony, Survivor Advocacy Services Manager

julieka@lifewire.org – (work) 425-562-8840 ext. 503

