



## Volunteer Advocate Trainee Job Description

### Description:

The role of a Volunteer Advocate Trainee is to provide support to the 24/7 crisis hotline. This includes answering hotline calls, providing information and referrals on calls, responding to partner hospitals in NWCASA's service area, and providing documentation within a timely manner. Advocates work directly with survivors of sexual assault and their significant others. The Volunteer Advocate Trainee will commit to a 1-year volunteer agreement and pay a sustainability honorarium of \$75.

**Hours per Month:** Minimum of 24 hours, 4 shifts of 6 hours (Shifts: 1a-7a, 7a-1p, 1p-7p, & 7p-1a)

**Supervisor:** Community Engagement Specialist

### Responsibilities:

- Must commit to and uphold a 1-year volunteer agreement of 24 hours (4 shifts) a month
  - Two shifts must be shadowed by a Legal/Medical Advocate
- Must be able to attend at least two NWCASA volunteer meetings in a calendar year
- Must submit paperwork to the correct office in a timely manner (within 48 hours of a call)
- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
  - Help generate awareness of sexual violence and NWCASA's ability to help
- Volunteers must attend at least two volunteer meetings within a calendar year
- Volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

### 24/7 Hotline Crisis Intervention:

- Answer calls during assigned shifts
  - Hotline Crisis Calls – Individuals looking for immediate help
  - Hotline Information/Referral calls – Individuals looking for information on resources available to them
  - Hospital Calls – Survivors needing an advocate in the hospital setting
- Work closely with survivors in a hospital setting
  - Provide emotional support, appropriate information, and referrals when necessary
- Abide by Northwest CASA's mission statement
- Respect and maintain confidentiality of clients and their significant others
- Submit documentation to the Community Engagement Specialist within the provided timeframe

### Skills and Qualifications:

- Volunteer must be 40-hour Sexual Assault Crisis Intervention Trained
- Volunteer must complete an additional 20-hour volunteer advocate training not included in the 40-hour required by all volunteers at NWCASA
- Must be 18 years or older
- Knowledge of sexual violence issues
- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all hospitals designated in NWCASA service area
- Has not received any medical/legal advocacy within the past year or counseling at Northwest CASA within the past two years (themselves or anyone in their immediate family)
- Geographic placement based on ability to reach partner hospitals within state mandated 1 hour:
  - Cook County Volunteers – 8 Partner Hospitals
    - Alexian Brothers Medical Center, Elk Grove Village
    - Glenbrook Hospital, Glenview

- St. Alexius Medical Center, Hoffman Estates
- Lutheran General, Park Ridge
- Northwest Community Hospital, Arlington Heights
- Skokie Hospital, Skokie
- St. Francis, Evanston
- Evanston Hospital, Evanston
- McHenry County Volunteers – CARE Center Satellite Office – 3 Partner Hospitals
  - Northwestern McHenry
  - Northwestern Huntley
  - Northwestern Woodstock