

Volunteer Advocate Job Description

Description- The role of a volunteer advocate is to provide support to the 24/7 crisis hotline. This includes answering 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.

Hourly Commitment- Open availability to self schedule in increments of 6 hour shifts. Our shift schedule runs 12am-6am, 6am-12pm, 12pm-6pm, 6pm-12am.

Supervisor- Advocacy Coordinator

Responsibilities-

- Must commit to completing the 40-Hour Sexual Assault Crisis Intervention Training prior to shadowing or taking shifts
- Must shadow a call prior to taking calls alone
- Must be able to attend at least 1 continuing education training per quarter
- Must submit paperwork to their supervisor in a timely manner (within 24 hours of a call)
- Must uphold all of NWCASA's stipulations in the volunteer agreement and handbook

24/7 Hotline Crisis Intervention Overview-

- Answer calls during designated shifts
 - Hotline Crisis Calls- individuals looking for immediate support and help
 - Hotline Information/Referral Calls- individuals looking for information or resources available to them
 - Hospital Calls- survivors present in an ER who need an advocate to provide emotional support, appropriate information, and referrals if necessary
- Abide by NWCASA's mission statement
- Respect and maintain confidentiality of clients and their significant others

Skills and Qualifications-

- Volunteers must complete 40-Hour Sexual Assault Crisis Intervention Training
- Volunteer must complete an additional individual onboarding training to ensure readiness and comfortability in taking hotline shifts
- 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
- Able to provide their own transportation to reach all hospitals in the NWCASA service area within the state mandated 1 hour response time
- Has not received any services from NWCASA within the past year

Hospitals in Our Service Area-

Cook County Volunteers Service Area-

- Ascension Alexian Brothers Medical Center (ABMC) 800 Biesterfield Rd. Elk Grove Village, IL 60007
- Ascension St Alexius Medical Center (SAMC) 1555 Barrington Rd. Hoffman Estates, IL 60169
- Endeavor Evanston Hospital 2650 Ridge Ave. Evanston, IL 60201
- Endeavor Skokie Hospital 9600 Gross Point Rd. Skokie, IL 60076
- Endeavor Glenbrook Hospital 2100 Pfingsten Rd. Glenview, IL 60026
- Advocate Lutheran General Hospital (LG) 1775 Dempster St. Park Ridge, IL 60068
- Saint Francis Hospital 355 Ridge Ave. Evanston, IL 60202
- Northwest Community Hospital (NCH) 800 W Central Rd. Arlington Heights, IL 60005

McHenry County Volunteers Service Area-

- Northwestern Huntley Hospital 10400 Haligus Rd. Huntley, IL 60142
- Northwestern McHenry Hospital 4201 W Medical Center Dr. McHenry, IL 600050
- Northwestern Woodstock Hospital 3701 Doty Rd. Woodstock, IL

Optional Volunteer Opportunities-

- Assist with fundraising and outreach events
- Aid in advertisement of events
- Generate positive connections and relationships within our communities and (community members, local businesses, doctor offices, community partners, etc)
- Assist with hospital packet and clothing bundle creation