

Job Description

Title: Shelter Advocate/Crisis Line Advocate

Reports to: Volunteer Coordinator

Status: Volunteer

Job Summary:

To offer peer counseling, information, support, and advocacy to shelter residents and victims who call in on the crisis line. One on one interaction with victims and their children residing in the shelter.

Job Duties:

1. Assist shelter advocate with intake procedures of new residents.
2. Assist shelter advocate with inventory of supplies and donations.
3. Assist residents in selecting donations.
4. Assist shelter advocate with handing out supplies to residents as needed.
5. Answering the crisis line and making necessary referrals. All crisis calls must be documented on *Crisis Call Sheets*.
6. Inform callers on crisis line of services provided by WCCSA, including current support groups.
7. Respond to sexual assault and domestic violence hospital calls, usually accompanied by shelter advocate.
8. Assist shelter advocate with sorting donations.
9. Discuss safety planning with residents and document on *Daily Resident Status Report*.
10. Assist Case Coordinator in providing instruction for daily living skills to residents (i.e. Budgeting, nutrition, stress management, etc.)

Required Experience and Education:

1. Excellent communication skills and professional appearance.
2. Must be self-motivated.
3. Must attend a minimum of 10 volunteer training hours.
4. Must attend monthly volunteer meeting (where additional training will be presented).

Working Conditions:

Work is done primarily at the shelter with regular shelter staff. May be asked to transport victims to appointments in Camden with personal vehicles. Job hours vary.

**Women's Crisis Center of South Arkansas
Volunteer Program
Application**

Name: _____

Address: _____

Telephone: Home _____

Work _____

Cell _____

May we contact you at work? Y N

Email

How long have you lived in _____ county? _____

Date of Birth: _____ Place of Birth? _____

Marital Status: Single Married Divorced Widow

If presently married, give spouse's name: _____

Children:

Name

Date of Birth

Sex

—

—

—

Other Members of Household:

Name

Relationship

—

—

—

—

Do you drive? Y N Do you have an automobile available to you? Y N

Do you have automobile insurance? Y N

(3pm-11pm) _____
Evening _____
(11pm-7am) _____

Do you have training in the following?

<input type="checkbox"/> Medicine	<input type="checkbox"/> Education	<input type="checkbox"/> Mental Health
<input type="checkbox"/> Criminology	<input type="checkbox"/> Counseling	<input type="checkbox"/> Law Enforcement
<input type="checkbox"/> Psychology	<input type="checkbox"/> Advertising/PR	<input type="checkbox"/> Drug/Alcohol Abuse
<input type="checkbox"/> News Media	<input type="checkbox"/> Child Development	<input type="checkbox"/> Writing
<input type="checkbox"/> Child Care	<input type="checkbox"/> Public Speaking	<input type="checkbox"/> Mentorship
<input type="checkbox"/> Arts or Graphics	<input type="checkbox"/> Social Work	<input type="checkbox"/> Crisis Intervention

Have you ever been a victim of domestic violence, sexual abuse, or child abuse? Y N

Have you ever been arrested for a crime? Y N

If yes, what

charge: _____

Date of

arrest/Disposition: _____ Where: _____

Would you be willing to submit to a background check? Y N

How did you learn about the Women's Crisis Center's program? _____

*Please attach a statement explaining why you want to work with the Women's Crisis Center?

Personal Reference

(If you are employed, one reference should be your employer)

1. Name: _____

—
Address: _____

Telephone: _____ Relationship: _____

—

2. Name: _____

—
Address: _____

Telephone: _____ Relationship: _____

—

3. Name: _____

—

Address:

Telephone: _____ Relationship: _____

—

In case of an emergency, contact: _____

Telephone: _____

Affirmation and Release

I, _____, hereby affirm that all of the answers provided on this application is true. I hereby authorize the Women’s Crisis Center (WCCSA) to investigate my background to determine my fitness as a potential. I understand that the information requested in this application will be used only for the purpose of determining suitability as a WCCSA volunteer. Further, I am aware of the sensitive and confidential nature of WCCSA. I will discuss any information with only those directly involved in the case or those who will be consulted for their professional knowledge and experience.

Signature: _____

Date: _____

Professionalism

I, _____ hereby agree to the professional while volunteering at the Women’s Crisis Center of South Arkansas(WCCSA). I will not engage in gossip or idle talk about WCCSA’s staff for clients. I will not discuss WCCAS negatively on social media.

Donations

I understand donations, food, and supplies are not personal use. I understand that I can contact the executive director about purchasing items in abundance of, such as clothing, furnishings, and appliances.

Confidentiality

I understand all information given to staff, volunteers, or board members by clients of the Women’s Crisis Center of South Arkansas is kept in strict confidentiality with the exception of child abuse, incest, and any other felony. We are mandated by law to report these crimes and reserve the right to inform the proper authorities if we suspect these crimes. I understand the location of the shelter is confidential.

By signing, I affirm that I understand the above policies of the Women’s Crisis Center of South Arkansas and agreed to follow them. I understand that if I break the above policies, I could be dismissed from the volunteer program.

Signature: _____

Date: _____

Executive Director’s Signature: _____

Date: _____

Welcome to the Women's Crisis Center of South Arkansas' volunteer program. We are so excited you decided to join our team! The following is a list of services that can be performed by our volunteers. We understand you may have specific areas that interest you and you may also have some specific duties you were not able to perform. Please check the area(s) that is of interest to you. This will help us to further train you in the area(s) you wish to volunteer for. Thanks a lot for your time and we look forward to working with you!

_____ Office/Clerical Volunteer

_____ Shelter Advocate/Crisis Line Advocate

_____ Domestic Violence Hospital Advocate

_____ Children's Program Advocate

_____ Fundraising Committee

WCCSA Volunteer Policy for Hiring Persons with a Criminal Background/Central Registry

Purpose

Women's Crisis Center of South Arkansas has determined that for certain positions within the agency, a criminal history/central registry records check is required for all candidates, when information as to a candidate's criminal history/central registry is job-related to the position being sought. The determination has been made on the basis of the particular requirements of the job, the employers business necessity, and applicable federal and state laws. Women's Crisis Center of South Arkansas is an equal opportunity employer and does not discriminate on the basis of race, sex, age, national origin, religion, disability, genetic information, or any other characteristics protected by federal, state or local laws.

Procedures

Because the primary goal of our agency is to provide safety, a criminal history/central registry check is required, the agency will request that the internal or external applicant for the position provide written authorization for the background investigation using the company-provided form and will conduct the check. Women's Crisis Center of South Arkansas will inquire only about convictions and probationary status, if any, are not about arrests, unless required by applicable law. Women's Crisis Center of South Arkansas will review the results of the criminal history/central registry check for a determination as to the candidate's fitness for the position.

Criminal History/Central Registry Disqualifying Factors

The following factors will be considered for those applicants with a criminal history/central registry in determining whether to hire the external applicant, or to transfer or promote the internal applicant. The following factors will be considered for those applicants with a criminal history/central registry in determining whether to hire the external applicant, order transfer or promote the internal applicant.

- The nature of the crime and its relationship to the position.
- The time since the conviction.
- The number (if more than one) of convictions.
- Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

In accord with applicable laws, including the Federal Fair Credit Reporting Act, the applicant will be given an opportunity to review the criminal history/central registry check results and submit an explanation. If the applicant is found to have falsified any information regarding conviction history, the applicant will not be considered for employment. If an employee seeking a transfer or promotion to a position requiring a criminal history/central registry check is found to have falsified any information regarding conviction history, the employee may be immediately discharged.

Women's Crisis Center of South Arkansas Volunteer Policy

Volunteers are a vital part of the Women's Crisis Center of South Arkansas (WCCSA). Volunteers are non-paid members of the WCCSA staff and will be used to supplement paid WCCSA staff. Volunteers **may not** be current clients receiving shelter or outreach services. Clients must be discharged from the program for at least two years before they can volunteer at WCCSA.

- Volunteers will be recruited through public awareness.
- A Volunteer Application must be completed by the applicant and the Executive Director will conduct an interview to assess the mutual benefit to the potential volunteer and WCCSA.
- A background check and a central registry check will be conducted for all volunteers.
- Volunteers will be bound by all policies in the WCCSA Employee Handbook.
- All volunteers must complete a TB screening questionnaire.
- Volunteers will receive 5 hours of job shadowing training with a trained advocate and 5 hours of group instruction. Volunteers may elect to attend ACADV or ACASA training to supplement skills in a specific area of interest.
- Volunteers must attend 5 hours of continuous training (CEUs) yearly by a trained advocate. ACADV or ACASA training can be used to supplement skills in a specific area of interest.