



Job Description

Job Title	Support Line Volunteer
Reports To	Volunteer & Intake Coordinator
Date	December 2020

Job purpose

Reporting directly to the Volunteer and Intake (V&I) Coordinator, the Support Line Volunteer will provide information, referrals and emotional support to survivors of sexual violence and their supporters.

Requirements

- Having access to a reliable cell phone and/or home phone.
- Being able to take and be available for a weekly 4 hour shift.
- Willing to commit to a minimum of 1 year.
- Successful completion of SASC and Support Line training.

Duties:

- Return calls that come in within 5-10 minutes.
- Listen, validate and offer information and options to callers.
- Respond to callers who are in crisis and use de-escalation techniques to support them.
- Accompany service users to St. Mary's Hospital and/or Cambridge Memorial Hospital, if applicable.
- Attend monthly meetings and educational opportunities to keep skills and knowledge current.
- Complete the online Statistics Form and submit to the V&I Coordinator for each call.
- Inform V&I Coordinator of any missed calls/shifts.

Additional Responsibilities:

- Maintain service user confidentiality (exceptions to this include suspected child abuse or neglect, and/or if the service user is threatening to harm themselves or someone else).
- Establish and maintain personal boundaries with service users, volunteers and staff.
- Remain current with information and resources on sexual and domestic violence, particularly as it pertains to the Support Line.
- Participate in program evaluations from time to time, by way of surveys, questionnaires and interviews.
- Informing the V&I Coordinator of any needed leave of absences or termination of volunteer commitment.
- Work in accordance with SASC's Mission, Vision and Values.



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Qualifications

This position requires knowledge of sexual violence, gender-based violence and intersectional feminism. Must have experience and/or training with crisis intervention, support, and/or advocacy with survivors of gender based-violence.

Working Conditions

Much of the work involves speaking on the phone and communicating with service users.

This job requires intense concentration. Repeated exposure to details of violence and assault can lead to vicarious trauma. The need for debriefing, self-care and balance is critical for incumbents in this position.