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**Position Title:** DS Helpline Volunteer for Residential Services

**Reports to:** Volunteer Program Manager & Residential Services Manager

**Hours Per Week:** 4 hours per week, or otherwise specified

**Required Schedule Availability** one of the following:

* 6pm-10pm, Monday- Friday
* 9am-1pm, Friday-Sunday
* 1pm-5pm, Friday- Sunday

SafePlace, Thurston County's designated sexual and domestic violence services agency, has an opening for a full-time Communications and Grants Officer. We are an accredited, nationally recognized feminist organization committed to anti-oppression efforts as the foundation for management and services. More about SafePlace can be found at [www.safeplaceolympia.org](http://www.safeplaceolympia.org/).

Direct Services Volunteers for Residential Services will, in a culturally responsive manner, provide advocacy in person and over the phone to our clients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Essential Duties and Responsibilities of this position include the following. Other duties may be assigned.

Helpline Advocacy

* Answer our helpline, providing support and services to our clients over the phone
* Coordinate and provide clients with resources and information over the phone
* Will safety plan and provide referrals for clients over the phone
* Ability and willingness to abide by SafePlace’s confidentiality policy and inform clients of their rights during each client interaction
* Provide culturally relevant services

Residential Services Advocate Support

* Assist the on-shift staff with any organization, stocking, cleaning or other Shelter up keep activities when applicable

Volunteer Meetings

* Attend volunteer meetings and trainings

Ongoing Training

* Will be responsible for completing the required ongoing training requirements of 12 hours of continuing Sexual Assault training and 20 hours of continuing Domestic Violence training

**MINIMUM QUALIFICATIONS**

* Willing to participate in full ACT Training
* Ability to work independently and within a
* Excellent communication skills, with ability to pass on pertinent information to the next helpline advocate or on-shift advocate
* Ability to work under pressure
* Ability to handle detailed work accurately
* Excellent organizational skills; experience managing several projects at the same time
* Ability to send and receive e-mail and use the internet
* Agreement with the SafePlace philosophy and the theory of empowerment
* Commitment to the need for client and agency confidentiality

**PREFERRED QUALIFICATIONS**

* Demonstrated understanding of domestic and sexual violence issues
* Experience working with diverse populations

To apply: go to <https://www.safeplaceolympia.org/volunteer/>

SafePlace employment is conditioned upon agreement with the SafePlace Philosophy Statement and passing a Washington State Patrol criminal background check.

SafePlace is an equal opportunity employer.  Our agency is committed to a culturally and ethnically diverse workplace.

11.19