

Volunteer Coordinator & Advocate

Current Position: 1.0 FTE

Salary: \$35,000+ DOE



QUALIFICATIONS

- Willingness to learn and embrace Center for Hope & Safety (CHS) philosophy.
- Two-year degree or equivalent training or experience in advocacy, crisis intervention or related field required preferred.
- Understanding of, and ability to implement, self-care measures and boundaries with clients for the mutual benefit of self, colleagues, and those we serve.
- Excellent organizational and time management skills.
- A car, a current Oregon driver's license, acceptable driving record, and proof of current automobile insurance required.
- Bilingual in English and Spanish preferred.

Demonstrated Experience in:

- Volunteer training and coordination, personnel management, community organizing or demonstrated ability to fulfill the duties of the position
- Public speaking
- Working in both individual and group settings
- Strong written and verbal communication skills
- Managing a wide array of tasks and projects and an ability to thrive in a fast-paced work environment
- Telephone and computer skills (specifically Microsoft Office suite, including Word, Excel, and Outlook)
- Exceptional customer service skills and communication skills (both verbal and written)
- Coordinating urgent services to individuals who are undergoing stressful situations while remaining calm and professional

Ability to:

- Function with minimal supervision and take initiative
- Provide direct support, information services, crisis intervention, advocacy or education to victims of domestic and sexual violence
- Work with survivors in both group and individual settings
- Work collaboratively with a diverse group of staff members, volunteers, and community partners
- Work independently, setting priorities and ability to track details, data, information, and activities as needed
- Maintain a flexible schedule, including occasional evening and weekend hours
- Work collaboratively with other personnel and community partners
- Operate a multi-line phone

DUTIES

General Advocacy

- Complete 45+ hours of Advocacy Training through CHS.
- Offer individual services to hotline callers, individuals who walk into office, and shelter residents, maintaining confidentiality of all client contact, information, and interactions.
- Provide information, referral, advocacy, and transportation to help clients obtain social, medical and legal services. Assist victims in developing short-term and long-term safety plans.
- Coordinate client appointments and case management services with other staff members as appropriate.

- Provide information and education to survivors regarding domestic violence, sexual assault, stalking, and human trafficking.
- Maintain confidentiality in all matters; maintain accurate and up-to-date records on all activities.
- Participate in shared activities, which may include (but are not limited to) hotline supervision, outreach efforts, hotline scheduling, staff meetings, shelter and office maintenance, hotline coverage, fundraising activities, and donation processing.

Volunteer Recruitment & Training

- Recruit volunteers and practicum interns through a variety of forums including, but not limited to, newspaper advertisements, websites, social media, volunteer fairs, etc.
- Screen volunteers for all opportunities and evaluate volunteers for work on the 24-hour crisis intervention hotline, in the shelter house, and in the office.
- Maintain and revise recruiting materials as appropriate.
- Coordinate and facilitate advocate trainings for new staff, board members, volunteers, and interns. (Trainings held during and after regular business hours.)
- Coordinate and facilitate initial & supplemental trainings for office volunteers.
- Maintain and revise volunteer training materials as appropriate.
- Coordinate and facilitate volunteer meetings and continuing education trainings for volunteers and staff.
- Present, attend and/or participate in practicum/intern supervisor trainings.

Volunteer & Intern Supervision

- Train, supervise, and support hotline volunteers, office volunteers, shelter volunteers and practicum interns.
- Provide written and verbal evaluations to practicum interns and college advisors.
- Conduct background checks on all volunteers and practicum interns.

Volunteer Program Development & Management

- Ensure intern and volunteer supervision guidelines are current.
- Develop and maintain partnership with local college advisors for practicum intern program. Work with staff to identify/create volunteer opportunities.
- Develop and maintain all aspects of the volunteer program.
- Coordinate and schedule volunteers and staff for hotline shifts.
- Maintain accurate and up-to-date volunteer and intern records.
- Work with the answering service to implement hotline procedure and resolve issues.
- Collect, analyze, and link contact data from volunteers, interns, staff and answering service.
- Coordinate updates to resource directories, volunteer pamphlets, and other materials.
- Provide monthly report to the Board of Directors' Volunteer Representative and assist representative as needed.
- Maintain accurate and up-to-date records on all activities.
- Participate in staff meetings and other activities as assigned.

Community Education and Involvement

- Represent agency at community meetings.
- Provide accurate information on domestic and sexual violence to the public through community education/public speaking and awareness events.

Personal Development

- Attend ongoing educational trainings related to domestic and sexual violence, community resources, and volunteer coordination.