



## **On-Call Advocate/ Crisis Line Volunteer**

**Purpose:** On-call Advocates provide a vital link to services for individuals who have experienced domestic violence and sexual assault. Advocates provide crisis intervention, advocacy, supportive listening, medical advocacy, law enforcement advocacy, shelter facilitation, transportation, information, and referrals when Family Support Center is closed.

**When (i.e. times and commitment):** Advocates sign up for shifts, which are 4:30pm-8am on weekdays, as well as 24-hour shifts on holidays and weekends. We are looking for an approximate one-year minimum commitment because of the extensive training provided.

**Where:** Advocates take calls from their homes, using their personal phones. Transportation to the hospital, a law enforcement agency, and/or a safe shelter may be requested, depending on the needs of the caller.

### **Responsibilities:**

- Respond promptly to calls on the 24-hour crisis line.
- Maintain confidentiality of callers and program participants.
- Establish safety and support for callers.
- Provide advocacy for survivors of domestic violence and sexual assault via phone and in-person when necessary.
- Assist with medical advocacy and law enforcement advocacy, as well as facilitating shelter and transportation when necessary.
- Communicate promptly with Family Support Center staff for follow-up after calls and when scheduling.

### **Expectations and requirements:**

- Good communication and crisis intervention skills
- Driver's license and valid proof of insurance
- Successful completion of volunteer application, background check, and interview
- Successful completion of on-call Advocate training (approximately 24 hours total)
- Participation in quarterly in-services for on-call Advocates
- Prompt follow-up and responses with Family Support Center staff re: both calls and scheduling requests
- Be available to be on-call approximately 4-7 times a month
- Willing to work under the supervision of the Resource Development Coordinator, Domestic Violence Program Director, and Sexual Assault Victim Services Coordinator
- Adherence to on-call guidelines and Family Support Center policies

**For more information, or to request an application,  
please contact Family Support Center at:**

**715-723-1138 or [familysupport@fscf.org](mailto:familysupport@fscf.org)**