

Volunteer Services Description

Revised 1/13

Volunteers for Turning Points Network provide crisis intervention and support services to survivors of domestic and sexual violence, sexual harassment, stalking and to families in transition.

Qualifications

- ⌘ Participate in a minimum 30-hour training focusing on the issues of physical, emotional, verbal, and sexual violence, crisis intervention procedures, active listening skills, community resources and legal advocacy procedures.
- ⌘ Have a comprehensive understanding of the issues of domestic and sexual violence, and TPN procedure.
- ⌘ Understand and use the following to help empower survivors:
 - Active listening skills
 - A non-judgmental approach
 - Confidentiality
 - Options and problem-solving rather than advising
- ⌘ Be 18 year of age or older.

Volunteer Advocate Responsibility

1. Remain informed about physical, emotional, verbal and sexual abuse issues, crisis intervention procedures, legal advocacy procedures and community resources by attending regularly scheduled In-service Trainings.
2. Keep Advocate Training Manual up to date.
3. Attend a minimum of 6 hours of training annually; this responsibility can be achieved through in-service training.
4. Contact the Task Force Supervisor, or other TPN staff member when needed.
5. Maintain strict confidentiality regarding survivors and other advocates.
6. Implement line blocking when responding to callers.
7. Follow through on commitments.
8. Be free of alcohol and/or other illegal drugs while providing advocacy.
9. Monitor one's own effectiveness as an Advocate and contact the Task Force Supervisor or Direct Services Coordinator when refresher training is needed.
10. Conduct oneself in accordance with the philosophy of Turning Points Network.

Turning Points Network Responsibilities

11. Train Volunteer Advocates in the skills necessary to effectively assist them in their responsibilities.
12. Provide supervision, In-service training and ongoing training as a means of providing updated information, support and feedback to Volunteer Advocates.
13. Coordinate evaluations at specified intervals.