



## **Volunteer Job Description**

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**Position:** Crisis Assistance Volunteer

**Responsible to:** Program Manager  
Function as part of crisis assistance team

**Responsibilities:**

Providing short-term emotional and practical assistance to victims of crime at the request of the attending police, or other emergency service personnel, and identifying longer-term needs for the Program Manager.

**Length of Commitment:** One Year

**Direct Service:**

- Responding immediately (20-30 minutes response time) to requests for assistance by police or other emergency personnel, or attending the scene as directed by referring officer. Ensuring request falls within mandate safety and consent requirements before proceeding to the scene.
- Providing practical assistance by helping to make house livable, providing transportation and/or accompanying victim to emergency services, making phone calls on request, helping to ensure security of premises and other similar tasks
- Identifying longer term needs by responding to victim's concerns and providing relevant information to the Program Manager for follow-up and referral

**DUTIES AND RELATED TASKS**

**Administrative:**

- Reporting activity to the Program Manager within the next working day.
- Completing Client Contact Form and Expense Claim and submitting to the Program Manager
- Participating in call reviews and debriefing
- Picking up and passing on cell phone, and information kit in a timely manner.
- Advising Program Manager of shift changes or emergency situations, which preclude call response.

**Time Required:**

Volunteers are to be available to be contacted by cell phone throughout the scheduled period of coverage. Volunteers are required to carry the cell phone for a minimum of one shift each month. Two hours per month for ongoing training at meetings are required.

**Qualifications:**

Maturity, reliability and responsibility; comfort in dealing with a variety of people in crisis; ability to provide emotional support and willingness to provide practical assistance; knowledge of community resources and some knowledge of the law as pertaining to victims; own transportation an asset.

**Training:**

Successful completion of orientation and initial training course, plus successful completion of examination. Volunteers must participate in ongoing training activities offered each month.