



VOLUNTEER SHELTER ADVOCATE

Summary	Volunteer shelter advocates assist survivors of domestic violence and human trafficking both in The Willow's shelter home and over its crisis hotline. Advocates always respect that the survivor is the expert in their own life, and therefore the best person to make decisions. Advocates offer peer counseling, safety planning, community referrals, and help with personal goals such as housing, employment, and protection orders.
Location Information	The Willow Shelter Home is a 30-bed, 30-day emergency shelter in a confidential location for survivors of all gender identities and their minor children. There are various supportive services offered in the shelter, such as adult and children's groups, art activities, and a children's program. The Willow's 24/7 crisis hotline is housed in the shelter advocate office, and is often the first point of contact for survivors seeking shelter or other Willow services.
Duties/Responsibilities	<ul style="list-style-type: none"> • Answer crisis hotline and shelter business line. <ul style="list-style-type: none"> • Peer counsel/safety plan with residents. • Give out bus passes, donations, and applications to residents. <ul style="list-style-type: none"> • Help with shelter intakes. • Make copies of call sheets and intake files. <ul style="list-style-type: none"> • Stock office donation cabinets. • Help staff advocates clean house and bedrooms to ensure safe, clean environment for residents. • Keep accurate records and documentation of meetings and conversations with survivors. • Optional: Transport survivors as needed in personal vehicle.
Requirements	<ul style="list-style-type: none"> • Must be 18+. • Agree to a criminal background check. <ul style="list-style-type: none"> • Sign a confidentiality agreement. • Attend 2 days of classroom training and additional on-the-job training. • Optional: If transporting survivors, have DL and proof of insurance.
Time Commitment	Minimum of 1 year of volunteering, 1 3-4 hour shift per week.
Hours	The shelter is a 24-hour facility, so your shift can be scheduled for any day/time that is convenient for you.

