

## Volunteer Hotline Advocate

### Eligibility Requirements

- Over the age of 18
- Submit volunteer application
- Complete Interview Process
- Complete 40-hour advocacy training
- Sign all confidentiality and ethics agreements, and other SAOP paperwork
- Background check on file
- Complete 30-min hotline protocols training
- Complete 2 role-play phone calls with staff

### Responsibilities

- Answer the SAOP hotline whenever it rings
- Provide emotional support, crisis intervention, and referrals, if appropriate
- Coordinate emergency response to a hospital call
- Follow all protocols listed in the Hotline Training
- Must take at least two 16-hour overnight shifts per month
- Must complete all paperwork by required deadlines (Call log, timesheets, etc.)
- Volunteer will have staff back-up as a support person for questions, concerns, and assistance
- Unpaid position
- 6 Month commitment
- Monthly supervision call with Volunteer Coordinator

### Leave of Absence

- Volunteers are welcome to take a leave of absence. No justification is necessary, just clear communication with the Volunteer Coordinator about expectations.

### Disciplinary Actions

- Terminable actions include:
  - Missing multiple hotline calls
  - Answering calls in an unprofessional manner
  - Working on the hotline while intoxicated
  - Providing unethical advocacy
  - Breaking confidentiality
  - Other situations deemed unacceptable by staff
  - Failure to turn in paperwork by required deadlines
- Missing a call
  - After a call has been missed, the Volunteer Coordinator will speak to the volunteer advocate and try to determine what happened
  - In most situations, the volunteer will be allowed to remain on the hotline if they do not miss any other calls.

### Exit Evaluations

- At the end of the 6 month term, volunteer advocates may wish to renew their contract or exit the program.
- Whether they renew or leave, they will be required to fill out an exit evaluation for SAOP, and have a short exit interview.