



180 North Michigan Ave.
Suite 600
Chicago, IL 60601

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ourresilience.org

JOB DESCRIPTION

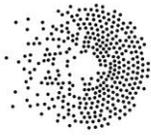
Position Title: Advocacy Volunteer Coordinator
Employment Classification: Full-time / Exempt
Reports to: Director of Advocacy Services
Salary Range: \$46,000 to \$47,000

GENERAL ROLE DESCRIPTION

The Advocacy Volunteer Coordinator is responsible for the recruitment, training, scheduling and supervision of all advocacy volunteers and advocacy interns. This position is responsible for managing and implementing the daily functions of the 24-hour crisis response services provided to Resilience's partner hospitals.

RESPONSIBILITIES

- As point person for volunteering at Resilience, respond to initial inquiries regarding volunteering and connect non-advocacy volunteers to the appropriate program or department of interest.
- Schedule and provide emotional support and supervision to volunteers who provide 24-hour crisis response to sexual violence survivors and their significant others in Resilience partner hospitals.
- Recruit, interview, hire and supervise a minimum of one Advocacy Services Program intern per fiscal year, including working in partnership with university internship coordinators to ensure academic requirements are fulfilled throughout Resilience internship.
- Supervise maintenance of volunteer files and documentation.
- Ensure direct and indirect volunteer and client service hours are entered accurately in respective databases.
- Recruit new volunteers online and in-person at volunteer fairs, etc., continuing to increase the diversity and size of the volunteer pool. Maintain a volunteer recruitment database.
- Oversee regular maintenance of Resilience's volunteer software including the volunteer application process, completion of training requirements and active and inactive volunteer lists.
- Ensure adequate volunteer coverage for 24-hour medical advocacy shifts by coordinating and distributing weekly schedules for Advocacy Services Program staff, volunteers and Resilience message center.
- Provide on-call coverage for assigned and rotating shifts as part of the 24-hour hospital crisis response. This involves some evenings and weekends.
- Provide in-person or over the phone support, crisis intervention, safety planning and information and referrals to survivors of sexual assault and their significant others.
- Provide support to the 24-hour Medical Advocacy Program Monday, Wednesday and Friday 7am-7pm.



- In conjunction with the Resilience Training Coordinator, facilitate a minimum of four sexual assault crisis intervention trainings for new volunteers each year and provide on-going training through in-services, in accordance with standards set by the Illinois Coalition Against Sexual Assault and in collaboration with the Training Committee. Coordinate additional trainings on an as-needed basis. This involves evenings.
- In conjunction with the Resilience Training Coordinator update the volunteer training manual and other written resource materials with the Resilience Training Committee.
- Staff the Resilience Volunteer Committee in collaboration with a representative from the Education & Training Program.
- Implement volunteer retention plan in coordination with the Volunteer Committee.
- Facilitate monthly volunteer support groups.
- Oversee Resilience's Volunteer Facebook page.
- Ensure regular volunteer recognition, including the annual Volunteer Appreciation Event, in coordination with Advocacy Services Program staff, Advocacy Services Program interns, Director of Education and Training and the Volunteer Committee.
- Monitor and ensure informational packets for survivors in the emergency room are updated and available.
- Monitor and distribute cab coupons for volunteers for use by volunteers and survivors to and from the emergency room. This includes tracking usage and ensuring documentation necessary for agency reimbursement for volunteer travel expenses.
- Oversee Resilience's Volunteer Mentorship Program.
- Attend all staff/supervision/case consultation meetings and participate in staff development activities
- Prepare monthly reports as required, including assisting the Director of Advocacy Services with statistical reporting including tracking pages from hospitals for advocacy, analysis of advocate response time to emergency rooms and providing oversight of required monthly intern reports.
- Ensure volunteer participation in Sexual Assault Awareness Month (SAAM) activities, including a Volunteer Committee-hosted event as part of SAAM.
- Perform other duties as assigned.

REQUIREMENTS

- BA/BS or equivalent in a related field.
- Ability to take initiative and work independently, as well as with a team.
- Positive attitude and pro-active approach to problem solving a must.
- Previous supervisory experience is required.
- Excellent verbal and written communication skills.
- Exceptional documentation and data tracking skills
- Excellent organizational skills.
- Previous experience providing advocacy services to crime victims is strongly preferred.
- Previous volunteer management experience is strongly preferred.
- Previous experience working with diverse populations required.



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- Previous public-speaking and training experience required.
- Flexibility to work evening and occasional weekend hours required
- Completion of a minimum of 40-hours of sexual assault training within 90 days of hire is required; previous completion of the training is very strongly preferred requirements