

Crisis Line Volunteer Expectations

All WISE volunteers are expected to:

- **Maintain confidentiality.**

WISE has a duty to ensure that those who seek support from WISE are not stigmatized or put at increased danger. Confidentiality is of the utmost importance.

- **Inform the WISE office staff of recent calls or interactions that require follow-up.**

Informing staff of necessary information and follow up ensures that we can maintain high quality of advocacy and maintain availability for the community.

- **Contact WISE office staff if you need support or time to process experiences on call.**

WISE staff provide support to our volunteers in their advocacy role. It is important to care for yourself and seek support from your WISE community. We are here for you!

- **Attend regular volunteer gatherings or events.** WISE organizes volunteer gatherings as a way to connect with the WISE team. We do not work in isolation and find strength and community by connecting with one another.

Crisis Line Volunteer Advocates are expected to:

- **Obtain Crisis Line Training Certificate through successful completion of the training, followed by one year of service.**

WISE staff members are honored to contribute substantial time and energy to our crisis line training program. We expect volunteers to attend all training sessions, with few exceptions made for extenuating circumstances on an individual basis. Volunteer advocates should commit to at least one year on the crisis line.

- **Have access to a vehicle with proof of car insurance coverage.**

WISE volunteers may need to travel the hospital or police station during their evening shifts. For liability reasons, WISE needs to know that volunteers are driving insured vehicles in case of an accident. Please do not text and drive.

- **Maintain sobriety while on call.**

Survivors deserve advocates who are present and focused on them. Mind altering drugs and alcohol may inhibit a volunteer's ability provide support. Advocates may be required to travel, interact with police or hospital personnel, or track important information which is impossible or dangerous while impaired. If a volunteer is taking legally prescribed psychoactive drugs, please inform staff so we can have a conversation about how this may affect their advocacy.

- **Be available to volunteer two shifts per month.**

WISE relies on our volunteer advocates to provide support on nights, weekends and holidays. Our 24-hour availability is made possible by volunteers working as a team. Holidays and summer months are more challenging times to get coverage so we ask that volunteers consider their availability during those times. While two shifts per month is the minimum requirement, volunteers may certainly request more! WISE is always grateful for office support, as well, as we often request additional support in the Program Center during the day.

- **Respond to email request for volunteer on-call schedule within five days.**

The volunteer on-call schedule is flexible and it is up to each person to decide which shifts they can volunteer each month. WISE emails out a blank calendar around the 15th of every month, requesting availability from all volunteers for the following month. We ask that volunteers provide us with as many days as possible, as the more available days provided the easier it is to configure the volunteer calendar. We will never schedule a volunteer for a day that they did not give us.

- **Be available by two methods of contact while on call and ready to accompany survivors to police stations and hospitals as needed.**

This means maintaining a 30 minute proximity to our service area that will allow for prompt arrival and abstaining from activities which would impair your ability to arrive or interact with law and medical professionals and the survivor you are there to support.

- **Complete and submit all survivor contact sheets by the end of the following business day.**

Contact sheets are required for funding and are vital to WISE staff's survivor interactions. Sheets are checked daily against the answering service call list and those that are not returned promptly hold up entry and may inhibit our ability to best support survivors.

- **Maintain advocacy status.**

To maintain privileged communication with survivors as an advocate, volunteers must participate in at least 6 hours of continuing education annually. Continuing education is required by state and federal laws including NH 173-c and VT Title 12. It provides volunteer advocates the opportunity to network, gain support, stay informed on best practice, and continually strengthen and evolve their advocacy role. In addition, all volunteer advocates will have individual check-ins with the Coordinator every 6 months to connect, provide input, and identify any specific training opportunities.

- **Be responsible for the shifts that you are signed up for.**

WISE asks that volunteers only sign up for shifts that they are certain they will be able to cover. In the event of an unexpected emergency we expect volunteers to email the volunteer group requesting for shift coverage or a shift switch. If you need coverage within 24 hours of your shift please call and speak with a WISE staff member. Volunteers are expected to be in contact with WISE staff after their shift ends to relay on-call information.

- **Inform WISE staff if you need to take a leave of absence for more than one month.**

Return both the pager and Resource Manual to the WISE office. We ask for the return of materials during an extended leave of absence to equip new volunteers who may be trained in the interim.

- **Direct any and all press inquiries to your BackUp.**

Your BackUp will direct media inquiries to the Executive Director during Program Center Hours. Please do not make comments regarding WISE to the press. WISE shares a consistent message with the community by directing all press inquiries through one staff member.

- **Adhere to all WISE policies and procedures.**

These will be presented during the WISE Volunteer Training. Additional copies may be obtained upon request.

- **Be willing to challenge personal and societal assumptions about victims and violence. Use and continue to develop empathy, open communication and listening skills.**

Signature_____

Date_____