



New Beginnings empowers survivors and mobilizes community awareness and action to end domestic violence.

Help Line Advocate

Provide resources and emotional support to people experiencing domestic violence.

HOURS:

Monday-Friday, 9am-1pm or 1pm-5pm (4-hour shift each week)

LOCATION: North Seattle

MAJOR RESPONSIBILITIES:

New Beginnings provides services to those whose lives have been affected by domestic violence - physical, emotional, or sexual abuse. Some who use our services are in physical danger. Others are living with controlling partners in relationships that are emotionally abusive. In this position, you will directly impact the lives of those in immediate crisis over the phone. Specific responsibilities include:

- ✓ Provide callers with emotional support, shelter information, and resources, both in the community and at New Beginnings.
- ✓ Provide safety planning, whether they're staying in the relationship, getting ready to leave, or have just left.
- ✓ Assist caller with prioritizing needs.
- ✓ Diligently log each call in Salesforce.

REQUIREMENTS: Becoming a volunteer at New Beginnings is a rewarding and engaging experience that requires a serious commitment. Requirements include:

- ✓ One-year commitment to agency (min. six-month commitment to position), 4 hours each week.
- ✓ Attend Domestic Violence Volunteer & Advocacy Training.
- ✓ Respect of others' individual choices and values.
- ✓ Experience with Helpline or Hotline work.
- ✓ Comfort and ability to input caller data into computer database.
- ✓ Ability to communicate well with persons from various cultures and backgrounds over the phone.
- ✓ Ability to listen effectively and express oneself with patience and flexibility.
- ✓ Ability to function well in a frequently stressful environment.
- ✓ Interest in broadening knowledge base by learning new ideas through training, supervision, and evaluation.

BENEFITS: At New Beginnings, you'll find a close-knit group of passionate, dedicated professionals working with program participants and other community members to end domestic violence. You'll be a part of this mission, working towards the elimination of violence. You'll also develop or refine your advocacy skills and deepen your understanding of domestic violence.

OUR COMMITMENT TO YOU: At New Beginnings, we commit to provide a welcoming space for all and a meaningful volunteer environment for growth and development. We commit to working with equity and justice, working to provide a racially and socially just environment. We commit to listening with intention and honoring the lived experiences of all our colleagues.