



Job Description

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| Job Title | Online Chat Volunteer |
| Reports To | Volunteer & Intake Coordinator |
| Date | December 2020 |

Job purpose

Reporting directly to the Volunteer and Intake (V&I) Coordinator, the Online Chat Volunteer will provide information, referrals and emotional support to survivors of sexual violence and their supporters.

Skills

- Listen, validate and offer information and options to service users.
- Establish and maintain personal boundaries with service users, volunteers and staff.
- Ability to communicate using an online portal.

Requirements:

- Having access to a reliable computer/tablet and high speed internet service.
- Attend quarterly meetings and educational opportunities to keep skills and knowledge current.
- Participate in program evaluations from time to time, by way of surveys, questionnaires and interviews.
- Remain current with information and resources on sexual and domestic violence, particularly as it pertains to the Online Chat service.
- Work in accordance with SASC's Mission, Vision and Values.

Duties/ Additional Responsibilities:

- Answer any online chat requests as they come through the chat system.
- Respond to service users who are in crisis and use de-escalation techniques to support them.
- Complete the online Statistics Form and submit to the V&I Coordinator for each online interaction.
- Inform V&I Coordinator of any missed shifts.
- Maintain service user confidentiality (exceptions to this include suspected child abuse or neglect, and/or if the service user is threatening to harm themselves or someone else).
- Inform the V&I Coordinator of any needed leave of absences or termination of volunteer commitment.

Time Commitment:

Weekly 4-hour shift for a minimum of 1 year.



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Qualifications

This position requires knowledge of sexual violence, gender-based violence and intersectional feminism. Must have experience and/or training with crisis intervention, support, and/or advocacy with survivors of gender based-violence.

Orientation/Training:

All volunteers will need to complete the 9-week SASC training as well as the Online Chat training to begin this role.

Boundaries/Limitations:

No physical contact with clients. This role requires intense concentration. Repeated exposure to details of violence and assault can lead to vicarious trauma. The need for debriefing, self-care and balance is critical for incumbents in this position.

Working Conditions

The work is completed offsite, in the comfort of the incumbents' home. Much of the work involves sitting in front of a computer/tablet and communicating with service users; there may be opportunity to stand and move around.

Benefits:

Learn skills in relation to dealing with people who have experienced trauma. Support people in crisis. Meet new people.

Risk Level:

High.