



BARRIE & AREA VICTIM CRISIS ASSISTANCE & REFERRAL SERVICE

VCARS VOLUNTEER POSITION DESCRIPTION

POSITION TITLE: VOLUNTEER CRISIS RESPONDER

REPORTS TO: SUPERVISOR OF VOLUNTEERS

POSITION OVERVIEW

A volunteer is responsible for responding to requests from victim service staff members and volunteer team leaders to provide immediate short-term emotional support, practical assistance and referrals to victims of crime and tragic circumstance. All calls for on-scene crisis assistance are screened for safety.

QUALIFICATIONS

- Must be a minimum of 21 years of age prior to completion of VCARS training program
- Volunteer must provide a current clear police check (CPIC) including a Vulnerable Sector screening check
- Provide proof of a valid driver's license, a minimum of one million dollar liability insurance, and access to an insured automobile while on duty
- Must have a personal cell phone for communication while on duty
- Successful completion of the initial screening process
- Successful completion of the VCARS mandatory training program comprised of a minimum 40 hours in-class and on-line training
- Demonstrated ability to work as part of a team; all crisis responders work in pairs on in person crisis response calls
- Excellent communication skills to support victims through active listening,
- Demonstrated ability to support victims to help identify their priorities, problem solve and make decisions that reflect their individual needs while assisting with practical concerns
- Demonstrated ability to deal with complex situations and personalities with tact and diplomacy
- High level of commitment to victim issues and the VCARS program
- Willing and able to support victims in environments that are not allergen-free (e.g. animals, smoke and environmental irritants)

RESPONSIBILITIES

- Adhere to the organizations policy on Confidentiality while training, volunteering, and beyond involvement with the organization
- Provide non-judgmental, compassionate support, and respect of victims needs and priorities
- Adhere to Barrie and Area VCARS policies and procedures, guidelines and requirements
- Be available to defuse with crisis response partner and team leader after the completion of a crisis response, and attend formal debriefing meetings when summoned by VCARS staff members
- Attend volunteer meetings, mandated training, on-going education opportunities, and social events
- Sign-up/be scheduled for 4 – 12 hour shifts per month
- Access schedules on-line on a weekly basis to sign up for shifts, note the name of the on-duty team leader and response partner, and check for schedule changes and program updates
- Accept responsibility for all cost associated with personal cell phones
- Understand that concerns about an officer, a professional on scene, a victim, or a volunteer's behavior during a crisis response call must be documented and given to the Supervisor of Volunteers for follow-up
- Crisis responders must contact the police any time a victim is threatening to harm themselves or others, and follow-up with the Supervisor of Volunteers to report contact with police
- Crisis responders are legally responsible to contact the Children's Aid Society when there is a reason to believe a child under 16 years of age has been harmed or is a risk of harm
- Maintain regular contact with Supervisor of Volunteers to advise of any operation issues that could potentially affect service delivery

DOCUMENTATION

Work with the crisis response partner to complete a Client Contact Form (CCF) immediately after each crisis response call whether or not contact is made with the victim, ensuring the CCF is accurate prior to submission to the Supervisor of Volunteers

FOR MORE INFORMATION

Contact Barrie & Area VCARS Supervisor of Volunteers at 705-725-7025 x 2120