

HELPLINE ADVOCATE JOB DESCRIPTION The Phoenix Center at Auraria

Title: Helpline Advocate

Purpose: Helpline Advocates will be trained to provide advocacy, crisis intervention, information, and referrals to the Auraria campus community, regarding issues of domestic/dating violence, sexual assault, and stalking. Helpline Advocates will be provided with an on-call cell phone, which they will carry with them for semi-week long shifts. Advocates will also provide on-scene response, when requested. We serve the University of Colorado Denver, Metro State College of Denver, the Community College of Denver, and the Auraria Higher Education Center.

Reports To: Victim Services Coordinator
Aneesha Bharwani – Aneesha.Bharwani@ucdenver.edu

Training Dates: Every September and February

Duties:

- Provide thorough and professional helpline advocacy and crisis counseling to callers.
- Provide education and information on the dynamics of domestic/dating violence, sexual assault, and stalking.
- Assess immediate victim needs and provide referrals.
- Provide information about judicial, legal, medical, law enforcement, counseling, and academic services.
- As appropriate, provide on-scene response.
- Complete necessary paperwork documenting services rendered and activities performed.
- Represent the Office in a positive and professional manner.
- Attend monthly advocate meetings.
- Be available for a minimum of 14 on call days (24/7) each semester.
- Assist with awareness, education, and prevention projects as needed.
- Receive regular ongoing supervision and training individually and/or in a group setting.

Requirements:

- Successfully complete 40 hour mandatory training.
- Must have capacity to be able to respond on scene.
- Must submit to a background check.
- Must be at least 18 years of age.
- Must have an open and non-judgmental attitude, with a demonstrated commitment to diversity.
- One year commitment to the program.
- Adhere to strict policy of confidentiality.
- Must share program philosophy and remain in good standing with the program.
- Closure on any issues/victimization with sexual assault, relationship violence, or stalking.

Benefits: Advocates will be provided with in-depth and ongoing training in dynamics of victimization and will gain direct experience in providing support and advocacy to people in need. Advocates will develop skills in crisis counseling, learn about the criminal justice system, and enhance campus responsiveness to victims of interpersonal violence. Advocates will earn a Certificate upon completion of the 40 hour training.