



JOB SUMMARY VOLUNTEER ADVOCATE

- POSITION TITLE:** VOLUNTEER ADVOCATE
- POSITION GOAL:** Assist HopeNet with Client Care. To warmly greet clients and compassionately provide care for those calling and attending appointments with a variety of needs, including crisis care. This is the first glimpse of hope a client hears on the phone and the first friendly face the client will see. Assist with various other clerical tasks that can be done at the desk, upon request.
- QUALIFICATIONS:** Compassionate temperament, confident social skills and computer skills or aptitude. Heart for people experiencing all types of crisis.
- TERMS:** 4 hour shifts set in advance one day a week. Long term and short term commitments available. Six months to 1 year recommended. Schedule is flexible with other advocates and subject to approval by HopeNet Engagement Services Coordinator.
- ACCOUNTABLE TO:** Engagement Services Coordinator
- INTERACTS WITH:** Primarily clients, but also with professional staff, other advocates, volunteers, community service providers.