



# Eastland County Crisis Center

eastlandcrisis.org - 254.629.3223



## FAQ- ADVOCATE VOLUNTEERS

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### **What type of clients will I be working with?**

Advocate volunteers typically work directly with adult victims of domestic violence, sexual assault, and the adult caregivers of child abuse victims.

### **I've heard domestic violence situations are dangerous. While I be put at risk while on call?**

Domestic violence situations are high risk situations and the safety of our advocate staff, volunteers, and the clients we serve is always the top priority. Because of that, we have several procedures in place to protect our volunteers- police secured scenes prior to arrival, meeting at safe locations, traveling in pairs, safety protocols at office, etc.

### **I don't want this to be something that takes up all my free time. How much will you expect me to volunteer if I serve "on-call"?**

Every month, our advocate volunteers choose the days they would like to volunteer. There is no minimum of hours or days a volunteer is required to sign up for. Some will do a few days a month based off their availability and scheduling. Some give us the days they can't be on-call and we schedule around that. Others pick a certain day of the week and volunteer on the day of the week throughout the month (ex. Every Tuesday night). We also attempt to schedule training around your schedule.

### **What are the shifts available?**

Monday-Friday: 5pm- 8am the next morning (15 hours)  
Saturday, Sunday, and Holidays- 8am-8am the next morning (24 hours)

### **What if I need to take a break?**

We all understand that life can bring unplanned events, surprises, or opportunities. Volunteers are able to take time off as long as it doesn't exceed more than six months with no activity. The agency is also willing to work to adjust volunteer hours or responsibilities to best accommodate the volunteer's schedule.

### **What if after all the training, I don't know what to do to help someone?**

We offer a comprehensive state certified training for our volunteer advocates covering all parts of advocacy from trauma response to resources available. Part of that training is a hands-on mentoring program for a total of at least 10 hours direct services or three separate calls. Because we know it is impossible for anyone to "have all the answers", advocate volunteers do not go on calls alone and most often have either a staff member or a more experienced volunteer with them. In addition, there is always a supervisor on call to help out as needed.

### **How busy will I be?**

Unfortunately, there is no way to determine how "busy" the evenings, weekends, and/or holidays will be.

**Have more questions? Give us a call at 254.629.3223!**