

Emergency Response Team Member

- Position:** Emergency Response Team Member
- Accountability:** Accountable to the YWCA Director of Training and Community Impact and the Emergency Response Team Advocate
- Function:** To provide emotional support and information to domestic assault, sexual assault and human trafficking survivors and their family members/friends.

RESPONSIBILITIES:

- Respect the confidentiality of all client/agency information.
- Be on-call twice a month. The on-call shifts are:
Weekdays: 12am to 8am and 5pm to 12am
Weekends/Holidays: 12am to 8am, 8am to 5pm, and 5pm to 12am
- Respond to pages when YWCA receives calls reporting domestic assault, sexual assault or human trafficking from police and hospitals.
- Provide support and advocacy to primary and secondary victims of domestic violence, sexual assault, and human trafficking.
- Adhere to the policies and procedures of the YWCA.
- Complete a background check and interview
- Complete the 15-hour Emergency Response training provided by the YWCA Kalamazoo.

QUALIFICATIONS:

- Must be at least 18 years old (men or women).
- Able to respond within 60 minutes of a page.
- Listen with compassion to someone in crisis.
- Be patient and non-judgmental in relation to survivor's interests and attitudes.
- Able to work well under pressure.
- Spanish Proficiency Preferred.

TRAINING COVERS:

- Basic empathy skills
- Role plays
- Domestic assault laws and information on legal processes
- Information on evidence collection/medical concerns
- Power and control wheel and common reactions to assault
- Issues of diversity
- Self-care for care givers/support providers

- COMMITMENT:** Volunteers/Interns agree to serve two (4) on-call shifts a month for a minimum of one (1) year