

24/7

Helpline

Advocate



Saving Grace offers safety, hope, and healing to survivors of intimate partner violence and sexual assault and engages Central Oregon to build life free from violence. Our services for domestic violence and sexual assault survivors are designed to help them with the healing process and to provide them with empowering resources for their lives. Our services for professionals and community members help them identify abuse and how to respond so future abuse can be prevented.

The Saving Grace Helpline services individuals from Crook, Deschutes, and Jefferson Counties. Saving Grace Helpline Advocates provide crisis support, information and referrals to victims of intimate partner and sexual violence. Helpline Advocates serve at the “front line” of many intimate partner violence and sexual assault calls, providing an invaluable service to callers.



“I love being able to provide resources, hope and immediate relief to those who are suffering.”

- Vicki Garfield



Apply and learn more about volunteer opportunities on our website at:
www.saving-grace.org

THIS ROLE MAY REQUIRE UP TO 10 HOURS OF EXTRA, SPECIALIZED TRAININGS.



WHAT IS A HELPLINE ADVOCATE?

Helpline Advocates are the among the first to make contact with survivors, which makes them critical to Saving Grace's services. They have a host of information readily available to survivors in crisis and are the first to ensure the caller does not need immediate emergency help from law enforcement.

WHAT ARE THE HELPLINE ADVOCATE RESPONSIBILITIES?

- Provide assistance with at least two Helpline shifts per month
- Staff the Saving Grace Helpline from your home
- Empower clients by providing information, resources, and support. Provide information regarding types of services available to them
- Perform initial screening for clients seeking shelter
- Educate callers about intimate partner violence and sexual assault
- Work as a team with back-up staff and other volunteers
- De-brief with staff members as needed
- Keep accurate stats and submit them to the Grants Reporting Coordinator by the 6th of each month
- Maintain confidentiality
- Advocate for clients
- Adhere to Saving Grace Ethics and Codes of Conduct
- Attend in-service trainings

Ask questions and learn more from our Volunteer Coordinator at jenna.m@saving-grace.org.