



## Family Advocacy Center Hospital Companion

The FAC Hospital Companion Volunteers are an essential part of FAC operations and Safelight's mission. Upon notification from Safelight Hotline Advocates, volunteers deploy to hospital partners to support potential clients in medical emergencies. The volunteer will provide support and information to victims of domestic and sexual violence who are received in partner emergency departments, and they will provide subsequent connections to FAC staff. Education requirements are mandatory for FAC volunteers, and these will be provided free of charge for those committing to the role. The FAC Hospital Companion Volunteer does not provide case management or services beyond the emergency accompaniment of the potential client. Volunteers report to the FAC Program Manager and the Volunteer Coordinator.

### *Volunteer education will include:*

- A minimum of 25 hours of pre-service education on intimate partner violence, hospital procedures, and advocacy skills;
- Additional training and experience through shadowing staff advocates;
- Five (5) hours of in-service education each year; and
- Ongoing support and coaching from FAC staff members.

### *Volunteer duties are as follows:*

- Commit to one (1) or more on-call shift per month (duration and times of on-call shifts TBD);
- Respond to Hotline Advocate calls immediately, defined as within 15 minutes of initial call;
- Appear at the designated hospital partner emergency department within one (1) hour of initial call;
- Complete FAC intake paperwork and return to FAC staff;
- Provide a brief overview of next steps in reporting or investigation process to victims;
- Provide an overview of available Safelight services; and
- Connect victims to applicable Safelight services for immediate assistance.

### *Volunteer qualifications will be assessed during and the following education to ensure:*

- Age of 18 years or older;
- Demonstrated knowledge of interpersonal violence, sexual violence, and child abuse issues;
- Demonstrated maturity, empathy, and alignment with Safelight philosophy and client protocols;
- Ability to comply with Safelight's mission to practice trauma-informed care in all client interactions;
- Commitment to serve all victims of violence seeking services in our community, including those of diverse racial, ethnic, cultural, socio-economic, gender, and sexual orientation identities;
- Commitment to respect and cooperation among service partner relationships;
- Excellent listening and communication skills; and
- Experience in working with victims (preferred but not necessarily required).