



Volunteering for Victims

VCARS

Victim Crisis Assistance and Referral Service

VCARS Dispatch Volunteer Position Description

Position Overview:

Dispatch volunteers support and oversee VCARS Direct Service volunteers who provide support to victims of crime or tragedy. Incidents may include: partner assault, harassment, sexual assault, property crime, sudden death, motor vehicle accidents, personal crisis and multi-casualty occurrences. Dispatcher duties may include: responding to police communications centres' requests for VCARS, arranging for Direct Service volunteers to support victims, providing information, referrals and direction to Direct Service volunteers as required and ensuring follow-up information, scheduling changes or concerns are relayed to appropriate staff or volunteers. Dispatch volunteers always insure safety of the Direct Service volunteers involved with calls.

Volunteer Benefits:

- ◆ Be part of a supported and connected community by assisting victims of crime and tragedy
- ◆ Receive training on community support services, reducing the impacts of trauma and enhancing communication skills
- ◆ Enjoy flexible volunteer scheduling adaptable to your personal and work schedules
- ◆ Meet and socialize with other caring volunteers

Responsibilities:

- ◆ Submit scheduling information as per policy requirements
- ◆ Maintain strictest confidentiality at all times
- ◆ Provide compassionate, non-judgmental and empathetic support to victims and volunteers, adhering at all times to program guidelines and requirements
- ◆ Follow all procedures and protocol related to communications, volunteer safety and reporting
- ◆ Always debrief with volunteer partners following each call
- ◆ Respect, maintain in good condition and update all equipment and materials provided by the agency
- ◆ Attend and participate in monthly meetings, monthly Dispatcher meetings, training and social events
- ◆ Understand and adhere to all volunteer policies and procedures

Commitment:

- ◆ Complete 40+ hours of Ministry mandated initial volunteer training
- ◆ Complete 4+ hours of initial Dispatcher training
- ◆ Attend 9 out of 12 monthly 2-hour continuing education meetings
- ◆ Attend 9 out of 12 monthly 1-hour Dispatcher meetings



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- ◆ Commit to Dispatching one block of shifts per month, either a) 4:30pm to 7:00am, Monday to Thursday or b) 4:30pm Friday to 7:00am Monday, to assist VCARS in providing 24/7 service
- ◆ Commit to a minimum of one year of Dispatching after initial Dispatcher training
- ◆ Provide time required to drop off call forms, share resources, etc.
- ◆ Attend optional training and social events

Qualifications:

Thunder Bay and Area Victim Services requires volunteers with the following abilities and/or commitment to learning the necessary skills:

- ◆ Must have completed 40+ hours of initial volunteer training
- ◆ Minimum 18 years of age
- ◆ Experience with VCARS and/or previous related supervisory experience
- ◆ Excellent decision making skills, based on VCARS policies and training curriculum
- ◆ Demonstrated leadership abilities
- ◆ Strong verbal communication skills
- ◆ Ability to provide non-judgmental, sensitive, emotionally safe service related to victims' needs
- ◆ Some knowledge of community resources
- ◆ Must not have been a victim of a traumatic event during the past twelve months, or have issues before the courts

Screening Process:

- ◆ **Initial Screening includes:** Application form, 3 Reference checks, Interview, Enhanced Criminal Records Search including Sex Offender Registry Check, Initial 40+ hour volunteer training, Initial 4+ hour Dispatcher training
- ◆ **Ongoing Screening Includes:** Probation period while "shadowed" by staff, Supervision, Monthly volunteer meetings, Monthly Dispatch meetings, -Evaluation
- ◆ **Annual Recertification Includes:** Annual Enhanced Criminal Records Search including Sex Offender Registry Check, Volunteer review, Participate in Refresher meeting or complete Refresher questionnaire
- ◆ Contravention of policies leads to disciplinary action

Report To:

- ◆ VCARS Volunteer Coordinator

For More Information:

- ◆ Contact the VCARS Volunteer Coordinator at (807) 684-1374
- ◆ See www.tbayvictimservices.com