



## Hospital Response Advocates

Safe Passage provides 24/7 hospital response for sexual assault and/or domestic violence victims. Advocates work in partnership with survivors with empathy and non-judgement.

On-call Hospital Response volunteers help us provide 24/7 coverage by signing up for one or more shifts a month on weekends or on weekdays between 5 PM – 8:30 AM. Training is provided for this role.

### Duties include:

- Responding to possible calls throughout your on-call shift.

### If dispatched:

- Checking in at the emergency room as a Safe Passage advocate.
- Offering support and resources to the patient as wanted.
- Assisting with and handling paperwork, safety planning, possible advocacy for minor patients, support if wanted during law enforcement interview or interaction.
- Follow up procedures and check-in with Safe Passage after hospital response.

Safe Passage Shelter staff are available 24/7 to support on-call Hospital Response volunteers during a response and coordinate needed resources. Our Administrative Office staff are available to provide support during regular business hours.

### Requirements and Desired Qualifications

- Volunteers must live within 30 minutes from Kootenai Health hospital in Coeur d'Alene.
- Experience and/or education working with vulnerable populations, victim advocacy or trauma-informed care is very helpful.
- Available for on-call volunteering one or more days a month. Volunteers are invited to select dates on the calendar they can be available on a monthly basis.

### Onboarding Steps

- Complete volunteer application
- Volunteer interview
- 20 hours of Crises Intervention Training required – combination of online and in-person
- Background check/ Fingerprints
- Review of Confidentiality Agreement
- After CIT is completed, will be offered to schedule shifts for the next calendar month
- Ongoing Safe Passage training and connecting opportunities



## Front Office Support Volunteer

**Location:** Safe Passage Main Office 850 N 4<sup>th</sup> Street, Coeur d'Alene 83814

Safe Passage is seeking regularly scheduled volunteers who can provide front office support and reception for a two-hour shift on either a weekly or bi-weekly basis.

This is considered a direct client-contact volunteer position. Front Office Support Volunteers warmly greet all guests, which can include clients, inquiries about our services or people in crises. They listen to guest/client needs, assist with Confidential Intake forms, and facilitate connection with appropriate staff.

### Other duties could include:

- Accepting/screening donations and providing receipts.
- Lending a hand when someone needs help with loading/unloading items.
- Helping us maintain a trauma-informed lobby with light cleaning, restocking, and organizing.
- Special projects as assigned.
- Being open to possibilities and learning "on-the-spot". There will always be a staffed advocate available to assist volunteers.
- Potential to be trained in handling phone calls, including our crises line.

**2-hour shifts are available on a weekly or bi-weekly basis. Please ask about our current needs for coverage.**

*\*Ongoing scheduling communication with Safe Passage's volunteer coordinator is required. We can provide flexibility for vacations and changes in schedules.*

### Onboarding Steps

- Complete volunteer application
- Volunteer interview
- 20 hours of Crises Intervention Training required— combination of online and in-person
- Background check/ Fingerprints
- Review of Confidentiality Agreement
- Ongoing training opportunities



## **Community Engagement & Event Support**

**Location:** Various places in our service territory and remote

Community Engagement and Event Support volunteers help Safe Passage by participating in a variety of activities including:

- Outreach tabling at community events
- Day-of volunteering at one of Safe Passage's community events (fundraising or educational)
- Volunteering for our Adopt-A-Family and Giving Tree programs during the holidays
- Help post flyers and provide materials in the community
- Be a Safe Passage ambassador by referring our services and making connections
- Attending community engagement events hosted by us or by partners
- Following us on social media and subscribing to our newsletter - engage with content, share events or ways to get involved with others.

### **Schedule:**

Occasional, or as needed. Many opportunities will be on Saturdays and weekday evenings, but may also take place during weekdays.

### **Onboarding Steps**

- Complete volunteer application.
- Volunteer interview
- Volunteer receives optional online training to better understand the work Safe Passage does.
- Possible fingerprinting/background check if money handling (takes 2 weeks)
- Volunteer will be offered opportunities as they arise!



## **Preventative Community Education & Outreach Support**

**Location:** Various places in our service territory

Preventative Community Education & Outreach Support volunteers help Safe Passage by participating in our educational programming

- Educational outreach tabling at community events
- Talking one-on-one or with groups about our services, educational resources
- Day-of volunteering at one of Safe Passage's educational events or at a partner location.
- Help post educational flyers and provide literature in the community.
- Be a Safe Passage ambassador by sharing educational content, referring our educational services and making connections.
- Attending ongoing training opportunities to expand your knowledge about domestic violence, sexual assault, stalking and human trafficking and how to prevent cycles of abuse.
- Depending on availability and aptitude, more advanced opportunities to assist our educational programming may be provided.

### **Schedule:**

Occasional, or as needed. Opportunities could take place during weekdays, evenings or possibly on Saturdays.

### **Onboarding Steps**

- Complete volunteer application.
- Complete volunteer interview
- 20 hours of Crises Intervention Training required (online and in-person)
- Fingerprinting/background check required (takes 2 weeks)
- Volunteer will be offered opportunities as they arise!
- Offered ongoing training opportunities



## **Administrative Project Volunteering**

**Location:** Safe Passage 850 N 4<sup>th</sup> Street, Coeur d'Alene or remote

Administrative Project volunteers help Safe Passage with a variety of tasks that strengthen our office operations including:

- Data entry projects
- Cataloging resources
- Mailer projects
- Business or content writing projects
- Sorting and organizing donation items or literature
- Creating spreadsheets and forms
- Volunteer for our Adopt-A-Family or Giving Tree programs

### **Schedule:**

Occasional, or as needed. Opportunities could take place during weekdays, evenings or possibly on Saturdays.

### **Onboarding Steps**

- Complete volunteer application.
- Complete volunteer interview
- Volunteer receives optional online training to better understand the work Safe Passage does.
- Possible fingerprinting/background check (takes 2 weeks)
- Volunteer will be offered opportunities as they arise!



## **Fundraising Project Volunteering**

**Location:** Various places in our service territory, our main office at 850 N 4<sup>th</sup> Street or remote

Fundraising Project Volunteers help Safe Passage by participating in a variety of activities to strengthen our fundraising efforts including:

- Day-of volunteering at a Safe Passage fundraising event.
- Help organize Safe Passage fundraisers by joining a committee.
- Volunteering for or contributing to our Adopt-A-Family and Giving Tree programs during the holidays.
- Organize a donation drive for needed items or gift cards.
- Help with fundraiser mailer projects.
- Help post event flyers or spread the word online about fundraising efforts benefiting Safe Passage.
- Be a Safe Passage ambassador by referring our services and making connections.
- Attending community engagement events hosted by us or by our partners.
- Following us on social media and subscribing to our newsletter.

### **Schedule:**

Occasional, or as needed. Many opportunities will be on weekends and weekday evenings, but may also take place during weekdays.

### **Onboarding Steps**

- Complete volunteer application.
- Complete volunteer interview
- Volunteer receives optional online training to better understand the work Safe Passage does.
- Possible fingerprinting/background check if money-handling (takes 2 weeks)
- Volunteer will be offered opportunities as they arise!



## **Social Media, Photography and Video Project Volunteers**

Do you have skills in or want to build your portfolio in media projects? Safe Passage is looking for a variety of volunteers to help with:

- Social media graphics, stories, and reels – content creation. Experience with our willingness to learn Canva.
- Photographers for community events. You do not necessarily have to be a professional – a decent camera and a love for taking and editing photos is all that’s required.
- Skills in videography and editing for occasional opportunities like filming events, interviewing staff members, or capturing stories.

### **Onboarding Steps**

- Complete volunteer application.
- Complete volunteer interview.
- Volunteer receives optional online training to better understand the work Safe Passage does.
- Volunteer will be offered opportunities as they arise!



## **Group Volunteer Projects – Businesses and Groups**

Let us know if you would like to be a partner in hosting a fundraising effort, doing a group volunteer project with us or inviting us to participate in a community engagement event or project.

### **Onboarding Steps**

- Fill out our [“Let us know about your event or project”](#) form or email [friends@safepassageid.org](mailto:friends@safepassageid.org)
- A Safe Passage representative will contact you and support any needs you have.
- Businesses and groups will be offered opportunities as they arise!