



# POSITION DESCRIPTION

## VOLUNTEER CRISIS RESPONSER

Muskoka Victim Services relies on volunteers to provide effective short-term support and crisis assistance to victims of crime and tragic circumstances.

Muskoka Victim Services is a non-profit community based organization working in partnership with police and emergency services to meet the short term needs of victims of crime and tragic circumstance by providing emotional support, practical assistance and referrals to community resources.

Muskoka Victim Services is a completely confidential service and our qualified trained Victim Crisis Responders provide immediate onsite crisis intervention 24 hours a day, 7 days a week, 365 days a year.

**Time commitment:** Two (2) years  
Three (3) Twelve (12) hour on-call shifts per month (days, evenings or weekends)

**Benefits:** Intensive initial and ongoing training in related areas including support for victims of homicide/ attempted murder, assault, sexual assault, domestic violence or hate crimes.  
Learn about grief & bereavement, death notification, property crimes and community services and make referrals as needed; provide direct support to people in times of need following crisis.  
Variety of exposures, locations and activities.

**Competencies Required:** compassion, empathy, reliability, strong communication and critical thinking.

**Competencies Developed:** ability to assess needs, prioritization and decision making, conflict resolution, sensitivity, adaptability, continuous learning, community awareness/knowledge, self awareness.

**Training:**

- mandatory forty one (42) hours of training
- training includes full completion of the (37) hours e-learning training program and mandatory 5 hour practical training & evaluation
- comply with a full understanding of policy and procedure
- successful completion of probationary period through mentorship program

**Requirements:**

- 19 years of age or older
- successfully pass a Vulnerable Screening Police Check
- complete mandatory training
- attend Volunteer Meetings
- have use of a safe and reliable vehicle
- possess a valid driver's license
- minimum of \$1,000,000 auto insurance liability

*Please note: Acceptance into volunteer training does not guarantee that an applicant will be involved in direct service provision with victims. All staff, volunteers and board members will be subjected to a criminal record check. References will be checked as part of the screening process.*

**Summary:** After successful completion of the standardized training, evaluation and swearing the oath of confidentiality, volunteers enter a probationary period where they will be mentored by existing team members, volunteers, always working with a partner. Volunteer will-

- respond immediately to request from emergency services
- provide short term support and practical assistance to victims of crime or tragic circumstance
- ensure that appropriate options and/or referrals for longer term assistance are provided to victims
- provide emotional support which empowers the victim, answering questions and providing information that will help lessen the impact of the crisis for the victim
- provide practical assistance as needed which may include transportation and/or accompanying a victim to emergency services (shelters, hospital, etc.), telephone calls as required and requested.
- identify longer term needs by responding to the victim's concerns. Supply the victim with appropriate options and referrals to services in the community that will assist them in accessing resources for further assistance
- liaise with emergency services and report to your shift coordinator as necessary
- participate in debriefing sessions following calls and provide relevant information to the Program Coordinator for follow-up
- participate in training meetings and other volunteer training events as needed

**Volunteer Application Form:**

To apply to the Crisis Response Program please submit the volunteer application form directly to Muskoka Victim Services. Successful applicants will be interviewed.

Applications will be kept on file and applicants will be contacted during the next recruitment period.