



Dear Interested Volunteer,

Thank you for your interest in the Sexual Assault Centre of Edmonton Volunteer Program! The Sexual Assault Centre provides excellent volunteer opportunities as well as a chance to make a positive contribution to the Edmonton community.

There are a few volunteer opportunities within our organization, including the 24-hour Sexual Assault Support & Information Line, Fundraising and Special Events.

To ensure our support line volunteers are prepared for calls they will receive, all support line volunteers are required to take our 60 hour Volunteer Training. Our sessions are Tuesday/Thursdays from 6 p.m. to 9 p.m. and two or three Saturdays from 9 a.m. to 3 p.m., and are offered twice a year: once in early May to late June and again in mid-September to mid-November. These sessions will provide you with the necessary skills and information required to take calls on our 24 Hour Support and Information Line and will provide a great opportunity to meet other volunteers who have similar interests.

Attached you will find detailed information on the Sexual Assault Centre of Edmonton's volunteer opportunities, policies and guidelines, services offered, commitment as a volunteer, and application form. Please read through all of the information attached in this package to ensure that this volunteer opportunity suits your interests, and that you are comfortable with our policies and commitment requirements. Once you have reviewed this information, and you remain interested in volunteering, please complete and return the documents contained in the application package to my attention by email, fax or mail.

I will get in touch with successful applicants to set up an interview (45-60 minutes) to discuss the available volunteer opportunities that reflect on your interests and qualifications.

Thank you again for your interest in becoming involved in this very important service. At the Sexual Assault Centre of Edmonton we understand that the vitality of our agency depends on the volunteers who support us. We encourage you to consider becoming a part of our team! Should you have any further questions, do not hesitate to contact me.

I look forward to meeting with you in the near future!

Warm Regards,

Jason Garcia, Volunteer Manager
Sexual Assault Centre of Edmonton (SACE)
volunteer@sace.ca

Support and Information Line Volunteer

Job Summary: Sexual Assault Support and Information Line volunteers provide emotional support, referrals, and information to those impacted by sexual violence who call the 24 hour Sexual Assault Support & Information Line. Volunteers take calls in their home using their personal cell phone or home phone. Calls are transferred to volunteers through an anonymous and confidential call service. The Volunteer Manager provides supervision and support to Support and Information Line Volunteers.

Responsible To: Volunteer Manager

Commitment:

- 12-18 hours per month
- Minimum 6-month commitment
- Attend at least 5 monthly volunteer meetings a year

Goals:

- To provide a high standard of support and crisis intervention to those who have experienced sexual violence in Edmonton and the surrounding area
- To foster public awareness regarding sexual violence
- To develop and refine active listening and crisis intervention skills

Qualifications:

- Over 18 years of age
- Ability to support people in a crisis situation in a calm, effective and non-judgmental manner
- Excellent communication and listening skills
- Empathy and sensitivity toward others as well as the ability to relate warmly to people
- Ability to work without direct supervision
- Support the mission, vision, values, goals, and policies of the Sexual Assault Centre of Edmonton

Responsibilities:

- Answer Support and Information Line calls on a home phone or personal cell phone.
- Provide emotional support to callers needing to discuss their experience with sexual violence (direct or indirect)
- Provide information regarding police, medical, and legal procedures
- Complete appropriate paperwork for all calls received
- Maintain confidentiality of staff, volunteers and individuals who seek help from our Centre
- Offer and accept feedback in a mature manner
- Attend 5 monthly volunteer meetings each year

Resources:

- 60 hour training program - includes information on sexual and gender-based violence, trauma, suicide intervention, community resource referrals, and support and communication skills
- Volunteer Training Manual, Resource List, and monthly newsletter "Volunteer Voice"
- Monthly volunteer meetings
- Access to the expertise of staff and fellow volunteers

Benefits:

- Gain experience and education in the human service's field
- Personal satisfaction in making a difference in other people's lives



There are many areas within the Sexual Assault Centre of Edmonton where volunteers are needed. Listed below are some of the non-Support & Information Line volunteer opportunities that are available.

Fundraising Volunteer

Job Summary: Assist Volunteer Manager with the set up and running of bingos.

Responsibilities:

- **Ushers:** Actively participate in selling of bonanza, satellite, Nevada, and odd/even bingo cards
- **Office Assistance:** Responsible for accurately distributing bingo cards and receiving cash from ushers during event, ensuring both cards and cash are balanced at the end of the event

Casino Volunteer

Job Summary: Assist with the operations of biennial casino fundraisers. Volunteers are required over a two day period for each casino event.

Responsibilities:

- **Chip Runner:** courier (runner) for chip orders from casino games
- **Cashier:** cashes chips for players and pays out cash
- **Count Room Staff and Supervisor:** sort, count, verify, and amalgamate cash from games
- **Banker:** controls cashiers' floats of chips and cash, makes up vouchers for cash/chip transfers from chip runners
- **General Manager:** responsible for total operation of casino with assistance and guidance from a casino advisor

Special Events Volunteer

Job Description: Occasionally volunteers are needed to assist with the planning and implementing of special events, seminars, conferences, and fundraisers.

Responsibilities:

- Act as guides, ushers, information providers, etcetera at seminars or conferences in which the Sexual Assault Centre of Edmonton is participating or facilitating
- Assist the Director of Volunteer Services in the planning and implementation of special events (i.e. Volunteer Appreciation Events)



SEXUAL ASSAULT CENTRE OF EDMONTON

volunteer@sace.ca | www.sace.ca

Volunteer Application

Please answer all questions as fully as possible. Please pass the reference check forms along to your references. It is preferable that references return their completed forms directly to the Volunteer Manager. Applicants will be contacted regarding an interview after the application form and both references have been received. Thank you for your application!

APPLICANT INFORMATION			
Last Name	First	Pronouns	DOB
Street Address		Apartment/Unit #	
City	Province	Postal Code	
Phone	E-mail Address		
Emergency Contact	Phone Number	Relationship	
Position Interested In:			
<input type="checkbox"/> 24 Hour Sexual Assault Support and Information Line <input type="checkbox"/> Special Events Assistant/Fundraising <input type="checkbox"/> Bingo/Casino			
EDUCATION			
Current/Previous Education (level of education, name of school, program of study, completion status)			
Special Skills or Training:			
REFERENCES			

Please send the attached reference forms to two references and ask them to return the reference directly to the Volunteer Manager at volunteer@sace.ca or Attn: Volunteer Manager, #205, 14964 121A Avenue, Edmonton AB, T5V 1A3



EMPLOYMENT – PRESENT AND PAST	
<i>Present Employer:</i>	Phone ()
Job Title	Supervisor
Responsibilities	
<i>Previous Work Experience:</i>	
Company:	Position:
Responsibilities:	
Company:	Position:
Responsibilities:	
VOLUNTEER EXPERIENCE	
Current Volunteer Activities:	
Previous Volunteer Activities:	
Anything else you want SACE to know:	



TELL US MORE ABOUT

Any skills, abilities and resources you feel you could bring to the Sexual Assault Centre of Edmonton:

Any clubs, or organizations to which you belong:

Why you have chosen to volunteer at the Sexual Assault Centre of Edmonton at this particular time in your life?

OTHER INFORMATION

Are you volunteering for school credit? NO YES

Name of program or Class:

Number of hours required:

Date Hours to be completed by:

Do you require a written letter of reference?

NO YES

May we use your name or photograph in a story or newsletter relating to your volunteer activity?

NO YES



REFERENCE REQUEST

I hereby authorize the above references to provide a reference in connection with my application for a volunteer position with the Sexual Assault Centre of Edmonton, and release them from any liability with respect to the same.

Signature

Date

DECLARATION

I certify that my answers are true and complete to the best of my knowledge.

I understand that submitting my application does not guarantee my acceptance, and I agree to participate in further screening to assist SACE in determining my suitability for any volunteer position.

I also understand that any information I provide on this form will only be used for screening purposes, and will not be released to any other organization or persons without my authorization.

Signature

Date



Dear Reference,

Support and Information Line Workers are adults who volunteer to answer confidential calls from people impacted in some way by sexual violence. After sixty hours of training, volunteers agree to work on the Sexual Assault Support and Information Line for 12-18 hours per month, for a minimum of six months.

As a reference, your candid evaluation of the applicant's suitability to volunteer as a Sexual Assault Support & Information Line Worker is of great importance. Of particular interest to us is your observation of whether or not the applicant follows through on commitments they make. Adult volunteers must be both willing and able to meet the challenge in what can be a demanding role. On our part, we strive to provide the education and support that is essential to our volunteers.

We therefore ask for your serious and thoughtful responses to the attached questions. We would appreciate your prompt response, as a decision on this individual's application will be on hold until all references are returned. Please note that all replies will be kept in strict confidence. Thank you for taking the time to provide this reference.

Warm regards,

Jason Garcia
Volunteer Manager
Sexual Assault Centre of Edmonton (SACE)
volunteer@sace.ca



SEXUAL ASSAULT CENTRE OF EDMONTON REFERENCE CHECK FORM

Applicant Information

Applicant Name:

Date:

Last

First

Contact Information

Name of Reference:

Title:

Phone: ()

Relationship:

Length of time
known:

Reference Comments

What personal strengths and skills does the applicant have, that you feel would help them in the volunteer position they have applied for?

If possible, please provide examples of how the applicant has handled feedback, both favorable and unfavorable, in the past.



In order to perform the responsibilities required as a part of the volunteer position this applicant is applying for, they must be able to work within a team setting, show respect for other people, and have unconditional positive regard for other human beings. Please discuss the applicant's ability to meet these position requirements.

Given what has been discussed so far, and based on your personal knowledge of the applicant, would you recommend this person for the position for which they have applied? Please expand on your answer.

Yes No

Are there any other details you might be able to share with me about the candidates work/volunteer related characteristics that might help us in our selection decision?

Signature of Reference

Date

Thank you for your time and assistance.

Reference Checks can be returned to:
Jason Garcia, Sexual Assault Centre of Edmonton
Email: volunteer@sace.ca
Fax number: 780.421.8734



SEXUAL ASSAULT CENTRE OF EDMONTON REFERENCE CHECK FORM

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Applicant Name: _____ Date: _____
Last First

Contact Information

Name of Reference: _____

Title: _____ Phone: () _____

Relationship: _____ Length of time known: _____

Reference Comments

What personal strengths and skills does the applicant have, that you feel would help them in the volunteer position they have applied for?

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Suite 205, 14964 - 121A Ave
Edmonton, AB T5V 1A3
sace.ca | 780.423.4102

24 HOUR
SUPPORT &
INFO LINE

780·
423·
4121

Volunteer Application Information

Volunteers at the Sexual Assault Centre of Edmonton must be comfortable with and able to:

- Provide services to persons of all cultural heritages
- Provide services to persons of all religious backgrounds
- Provide services to persons of all sexual orientations
- Provide services to persons who are differently abled
- Provide all three options of abortion, adoption, and parenting to callers looking for options regarding a pregnancy
- Maintain confidentiality both during and after volunteering at Sexual Assault Centre of Edmonton.

Volunteers at the Sexual Assault Centre of Edmonton:

- May volunteer on the Sexual Assault Support and Information Line after successfully completing:
 - An interview
 - Two reference checks
 - The Edmonton Police Service's Security Clearance Check
 - Sixty hours of volunteer training
- May not have used sexualized violence against, or stalked, another individual
- May not have personal relationships with a client
- According to the Alberta Psychologists' Association's guidelines, two years is an appropriate length of time that should pass from when someone was in a supporting/counselling role before they can be shifted into a peer role.
 - Thus, individuals who have used our Support & Information Line, individual or group counselling support services of the Sexual Assault Centre of Edmonton regarding their own experiences must wait at minimum two years before volunteering

If your ability to meet any of these requirements changes at any point in time, an individual will be asked to discontinue their volunteer activities with the Sexual Assault Centre of Edmonton.

Commitment as a Support & Information Line Volunteer

Training:

All volunteers will complete volunteer training, which will provide them with the necessary information and skills needed to work with survivors of sexual assault.

- Volunteer training is 60 hours in length
- Training is held on Tuesday and Thursday evenings, as well as a few Saturday mornings and afternoons, through the months of May/June, and September/October.
- Volunteers must complete training before providing support on the Sexual Assault Support & Information Line.
- A volunteer may miss up to 6 hours of training. If a volunteer misses more than two training sessions they will be required to re-take all of training before they work on the Support & Information Line.



Shifts:

Volunteers are asked to commit 12-18 hours per month to taking calls. Shifts are scheduled by the volunteers, and do not have to be completed in succession, nor at the same time every week.

Meetings:

We ask that volunteers attend at least five volunteer meetings each year, as they are used to further a sense of community among volunteers, as well as continued learning regarding support and sexual assault and abuse.