# On-Call Advocate (OCA)

## Direct Service

**Weekdays:** Monday – Friday 5:00 pm – 8:30 am & **Weekends:** Friday 5:00pm – Monday 8:30am

**Must be available on holidays**

**Age Restrictions: 18 years or older**

**Summary of Role:**

The Women's Center provides the Rape Crisis Response for Waukesha County, partnering with seven area hospitals and Carroll University to provide immediate support to minors and adult victims of sexual abuse, domestic abuse and human trafficking. It is often the first line of support for survivors.

What is a SANE Exam? If someone is the victim of a sexual crime, they are encouraged to seek medical treatment, such as a sexual assault forensic exam, commonly referred to as a rape kit or SANE. A rape kit is conducted by a SANE nurse (Sexual Assault Nurse Examiner). The exam can be- used to collect any physical evidence that may be used in criminal proceedings against an abuser or rapist as well as to treat any immediate injuries, test for STIs, and make any additional medical referrals that may be needed. The exam kit can be stored securely as forensic evidence until such a time as the victim would like to report to Law Enforcement. Victims of domestic violence are also entitled to an advocate when seeking medical treatment and similarly to the SANE exam, one of our partner hospitals will call us to send an OCA if a domestic violence victim presents at their hospital.

When a victim arrives at the hospital for a SANE exam, the hospital will call us to request TWC advocacy support, and we will send the OCA that's on call. Upon arriving at the hospital, the OCA will meet with the victim and ask if they would like our support. If they agree, our Advocate will be present for any part of the process that the victim wants them to be. They are not only providing emotional support but are also there to answer any questions the victim or their support network may have about the process and next steps. If the victim chooses to engage with law enforcement, the OCA will be able to thoroughly explain their options. OCAs will also explain all the resources TWC can provide for them moving forward. Victims are under no obligation to seek any further support from TWC and may initially decline, change their minds, or re-engage at any point in the future.

**Responsibilities:**

OCA's must be able to respond to the following SANE partner hospitals in Waukesha County:

- Ascension Wisconsin Hospital – Menomonee Falls
- Froedtert Menomonee Falls
- Ascension SE Wisconsin Hospital – Elmbrook Campus
- Carroll University
- Froedtert Community Hospital – New Berlin
- Froedtert Community Hospital – Pewaukee

- ProHealth Waukesha Memorial Hospital
- Aurora Summit

**Duties & Responsibilities may include, but are not limited to:**

- Answering calls to respond to victims and report to the hospital as soon as possible
- Explaining the process of SANE exams, your role, and the resources of TWC
- Providing and reviewing OCA packets with survivors
- Acting as a liaison between hospital staff and potentially any law enforcement that is present
- Providing both emotional and logistical support to the victim
- Transportation to TWC if needed
- Time management as some responses can last 40 minutes, while others last multiple hours

**Qualifications:**

- Flexible, resilient, and empathetic
- Comfortable supporting those who have been through highly traumatic events, hearing their accounts, and/or seeing the ramifications from these events
- Need to be able to put the victim and their needs first
- Have a personal vehicle for transportation to all the hospitals we are responding to
- Available during scheduled time, including holidays
- Ability to answer calls during scheduled hours

**Schedule:**

We will send out the OCA schedule monthly. The expectation is that you can commit to a minimum of one full week per month. We understand that things come up or that some months are busier than others, so we do have some flexibility. However, if individuals are not picking up the expected one shift per month repeatedly, we will have to remove them from the rotation.

- Overnight Weekdays: Monday – Friday 5:00pm – 8:30am
- Full Weekends: Friday 5:00pm – Monday 8:30am
- Must be available on holidays

**Requirements:**

- Must reside in Waukesha County
- 6-month commitment
- Attend Advocacy Training
  - **Tuesday, January 12th from 5:30pm – 7:30pm**
  - **Thursday, January 14th from 5:30pm – 7:30pm**
  - **Tuesday, January 19th from 5:30pm – 7:30pm**
  - **Thursday, January 21st from 5:30pm – 7:30pm**
- Complete a hospital tour
- Complete and pass a background check
- Complete and pass a fingerprinting background check

**Are you interested in this volunteer role? On-call advocates are undoubtedly one of our most rewarding positions. You truly provide someone with kindness, strength, and support during an incredibly vulnerable time.**

**Current Volunteers:** Email alexandral@twcwaukesha.org and let us know!

**New Volunteers:** Please fill out our volunteer application here: https://twcwaukesha.org/get-involved/volunteer/application/

For questions, please contact our volunteer coordinator, Alex Lopez, at alexandral@twcwaukesha.org.