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## **SEX SENSE VOLUNTEER ROLE DESCRIPTION**

**POSITION TITLE:** Sex Sense Volunteer

**COMMITMENT:** 12 hours per month for a minimum of one year

**REPORTING:** Sex Sense Coordinator

### **Options for Sexual Health Mission Statement**

To provide comprehensive education, accurate information, support for sexual expression and reproductive choice, and confidential clinical services that help British Columbians enjoy healthy sexuality throughout life.

### **Options for Sexual Health Vision Statement**

Options for Sexual Health envisions a society that celebrates healthy sexuality, its diversity of expression, and a positive sexual self-image for individuals throughout life.

### **Acknowledgement of History**

The phone line began February 5<sup>th</sup>, 1996 and initially named the Facts of Life Line (FOLL). In November 2006, FOLL was rebranded to Sex Sense Line; Wontgetweird.com was launched and our email service became part of the program.

### **Objective of Sex Sense:**

Sex Sense is a free confidential sexual health referral and information service that operates Monday-Friday 9am-9pm PST. The goal of the line is to address disparity and inequity in sexual and reproductive health access by providing accurate and relevant information, resources, and referrals.

We do not provide counselling, advice, medical diagnoses, or any other subjective recommendations via email or over the phone. We are here to provide information that answer client questions, and referrals as necessary.

### **Sex Sense Position Summary**

The Sex Sense phone and email service offers relevant, accurate information and resources to help people of all ages, genders, and orientations make informed decisions about reproductive choice, sexuality, and sexual health. From time to time, staff members of the Sex Sense will be asked to assist the provincial office with administrative duties to ensure smooth function. This position reports directly to the Sex Sense Coordinator(s).

## **Responsibilities**

- Respond to client inquiries on the Sex Sense phone line and via email on a range of sexual and reproductive health concerns
- Provide referrals to medical agencies or other community organizations
- Keep a log of hours worked
- Have a Sex Sense Supervisor monitor emails prior to sending
- Monitor incoming calls as a means for learning and to answer calls after probation and/or at the Coordinators' discretion
- Self-awareness of assumptions and judgments and self-reflection on how they directly affect interactions either on the phone, or via email
- Commit to continued education as a means to remain current with latest research findings

## **Information Giving and Referrals**

- Provide client-centered support
- Present information in an empathetic and non-judgmental manner
- Develop good rapport and ability to confirm client comprehension
- Ensure current and accurate information is distributed
- Be familiar with and know where to find resources
- Respect and maintain confidentiality of client
- Provide appropriate referrals to other service agencies
- Use language that mirrors client's language/comprehension

## **Documentation**

- Accurately record all necessary information in the database
- Discuss calls with the supervisor for feedback, expression of work, or asking questions to further your knowledge
- Documentation of repeat callers per Sex Sense procedure

## **Administrative Support**

- Assist with clerical/administrative duties as per assigned by Sex Sense Supervisor
- Assist with reviewing and updating resource materials as per assigned by Sex Sense Supervisor

## **General Duties**

- Keep confidentiality regarding all Options for Sexual Health services including **location**, client, volunteer, and paid staff information

## **Qualifications**

- A combination of education and experience relevant to the position
- Indicate a commitment to on ongoing learning in the area of sexuality, sexual health, and reproductive health
- Demonstrate excellent listening and communication skills
- Be reliable and dependable
- Be pro-choice, harm reduction knowledgeable, and sex positive
- Demonstrate a passionate interest in sexual health
- Be committed to providing accurate information and remaining non-judgmental
- Be available to work during the Line's hours of operation (Mon – Fri, 9am - 9pm PST)
- Awareness of how cultural context – including socioeconomic status, ethnicity, spirituality, sexual orientation, gender, gender identity, and ability – may impact client and Sex Sense interactions

## **Training**

The prospective volunteer must

- Have successfully completed the required training provided by Options for Sexual Health
- Observe and learn from Sex Sense calls as they arise
- Commit to ongoing training for education and skills upgrading when provided
- Complete Sex Sense orientation checklist and review/red the orientation manual

Volunteers are evaluated by the Sex Sense Coordinator(s) at six months then annually.

Options strongly encourages interest from marginalized populations, persons with disabilities, visible minorities, Indigenous people, people of all sexual orientations and genders, and others who may contribute to furthering the mission of the organization.

All positions at Options for Sexual Health require a signed commitment to the Options for Sexual Health mission, values, objectives, and confidentiality.