



*Family Justice Center
for Clackamas County*

Volunteer Program Operations Manual

January 2018

ASP-FJC considers this Volunteer Program Operations Manual to be a work in progress and we welcome your feedback. Please send your suggestions to the ASP-FJC Director at 256 Warner Milne Road, Oregon City, OR 97045 or email: angiebran@clackamas.us

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WELCOME

To A Safe Place Family Justice Center

Dear Volunteer,

As the Director of A Safe Place Family Justice Center, I want to take a moment to thank you for your willingness to serve and give your time. A Safe Place volunteers provide a tremendous support to victims, survivors, their families, and A Safe Place staff.

In this Volunteer Program Manual, you will find essential information that will assist you as a volunteer. We consider this manual to be a work in progress and welcome your feedback.

Many people have contributed to the creation of A Safe Place and our Volunteer Program. We would like to give special thanks and recognition to the Family Justice Center Alliance family, all of our community partners and those individuals and organizations who have contributed to our success.

It is my hope that your relationship with A Safe Place Family Justice Center will be a long and fulfilling one. We are committed to providing the training and support necessary to ensure your volunteer experience is a valuable one. I am always available should you have any questions or concerns during your time as an A Safe Place Family Justice Center volunteer. Please know you are truly making a difference and changing the world, one family at a time.

For additional information regarding volunteer positions, or any other questions, please contact Operations Coordinator Amber Hoang at amberhoa@clackamas.us or by phone at (503) 655-8600.

Thank you again for joining our team of volunteers and I look forward to working with you!

Sincerely,

Lt. Angela Brandenburg
Director, A Safe Place Family Justice Center
Clackamas County Sheriff's Office

Why Volunteer?

Imagine yourself rushing into a strange building, children in tow. You are scared, hurt, and have no place to rest or find safety. Then, instead of walking into a gray, gloomy building, you open the door of A Safe Place to find calm, reassuring voices and a safe place to sit and rest. Someone offers you coffee and a volunteer offers to show your children to a playroom. All of a sudden, getting help seems a little less frightening and there is a glimpse of something you did not believe you would ever find again . . . HOPE.

Domestic violence is a major issue in our society and there are many people who truly desire to help those affected. But HOW? That is where the A Safe Place Volunteer Program comes into the picture.

Because A Safe Place offers many services to those affected by domestic violence in one location, there are many ways that community members can become involved. From assisting staff in the office, to sitting with survivors to support them, there are unlimited opportunities for volunteers. Later in this manual, you will find a listing of the types of volunteer activities available.

GOALS:

Here at A Safe Place, the goals of our Volunteer Program are to match each volunteer with a fulfilling area of service and to provide volunteers with the training and support they need to assist those affected by domestic and sexual violence.

OBJECTIVES:

Some of our Volunteer Program objectives are:

- To recruit and retain dedicated, competent, and committed volunteers from all communities throughout Clackamas County.
- To provide current and frequent training to volunteers on domestic and sexual violence issues.
- To provide a variety of tasks and opportunities for volunteers to become involved in assisting A Safe Place guests.
- To have volunteers available in A Safe Place to provide a safe, welcoming and comfortable atmosphere for guests.
- To increase A Safe Place staff capacity by engaging volunteers in program activities.

DEFINITIONS

GENERAL DEFINITIONS:

Domestic Violence- Domestic violence is a pattern of coercive and/or violent tactics perpetrated by one person against a family member or intimate partner, with the goal of establishing and maintaining power and control over that person.

Visitor– Any person who comes to A Safe Place that is not a suspect, client or a member of the ASP-FJC staff.

Survivor– Any person who comes into A Safe Place to receive available services. A survivor may also be referred to as a client or victim.

Client– Any person who comes to the Family Justice Center to receive available services. A client may also be referred to as a victim or survivor.

Victim– Any person who is a victim of domestic violence. A victim may also be referred to as a client or survivor.

Children– Any person under the age of 18 who is not a direct victim of domestic violence or teen relationship violence.

Staff – Any person assigned to work at ASP-FJC. This includes state and county employees, community partners and ASP-FJC volunteers.

RECEPTION/INTAKE DEFINITIONS:

The Reception Intake Processing system for the Family Justice Center is made up of four important components: Reception, Hospitality, Intake and Processing. A description of each component is listed below:

Reception– The primary function of the reception is to greet visitors, to check them in and to determine their individual need.

Hospitality– The primary function of the hospitality staff is to welcome clients and their children as they enter the Living Room/Client Kitchen.

Intake– The primary function of the intake specialist is to assess the needs of the client and match those needs with services from available on-site partners. The intake process takes place in one of our private meeting spaces.

Processing– Each on-site partner plays a part of the intake process. In addition to providing specific services to the client each partner will assist with the movement of clients.

POSITION DEFINITIONS:

The Volunteer Program of A Safe Place Family Justice Center utilizes several positions in our operation. These positions and their duties are listed below:

Volunteer Administrator- The function of this position is to recruit, screen, interview, train, support and recognize volunteers as well as maintain systems which support volunteer recruitment and supervision. The Volunteer Administrator reports directly to the Operations Coordinator of the A Safe Place Family Justice Center.

Volunteer Coordinator- The function of this position is to manage the day-to-day operation of volunteers at the A Safe Place Family Justice Center. The Volunteer Coordinator will support the Volunteer Administrator in volunteer recruitment and training. The Volunteer Coordinator reports directly to the Operations Coordinator of A Safe Place Family Justice Center.

Volunteer Supervisors- Volunteer Supervisors are assigned to supervise volunteers. They generally work a full shift from 8:00AM - 4:00PM. They will be directly responsible for the supervision of all volunteers working during their assigned shift. Approximately five (5) volunteers will be assigned to each supervisor. Each supervisor will be cross trained and proficient in all volunteer positions. The Volunteer Supervisors work under the direct supervision of the Volunteer Coordinator.

Volunteers- Each volunteer will be assigned a specific volunteer position. The volunteer will work under the supervision of a Volunteer Supervisor. Each volunteer will be assigned a schedule for the minimum monthly commitment time of their respective position and will be responsible for the duties required of his/her assigned position, outlined in this Operations Manual. Approximately thirty (30) volunteers will be trained and volunteers may be cross trained to work in more than one position.

VOLUNTEER APPLICATION PROCESS

Volunteers working at A Safe Place Family Justice Center are expected to be committed to the goals of the Center. This includes having a caring and compassionate attitude towards clients, as well as being a reliable and consistent volunteer. Applications can be obtained by calling A Safe Place at (503) 655-8600 and completed applications can be returned in person or by mail. Below are the steps to become an ASP-FJC volunteer:

- **Be at least 18 years of age. Under 18 must be pre-approved by the Director**
- **Be aware of the time commitment required**
 - For most volunteer positions, we request that you be available for at least two, 4-hour shifts per month
 - Attend regular check-in meetings and periodic trainings
 - Commit to becoming a volunteer for at least one year
- **Complete a volunteer application**
- **Complete a volunteer interview**
- **Complete a background screening process (criminal history/reference check)**
- **Complete required trainings for the selected volunteer position(s)**
- **Understand and agree to abide by the policies, procedures and operations manual for ASP-FJC**

Required Qualifications:

- Energetic and positive attitude
- Able to handle crisis situations
- Adapts well to change
- Reliable transportation

Desired Qualifications

- Bilingual
- Experience in domestic violence/ social work/ child development/ crisis intervention/family dynamics/ program management/ business
- Familiarity with available community resources
- Basic computer skills
- Special skills/ experience applicable to program development, business administration, website development, and/or grant writing

VOLUNTEER JOB DESCRIPTIONS

Hospitality/Children's Room Volunteer:

Volunteers in Hospitality supervise and provide services to clients waiting in the Client Kitchen/Living Room. They are responsible for monitoring the well-being and processing of clients. Volunteers serving in this capacity also supervise the Children's Room. If short staffed, the Children's Room takes priority over the Client Kitchen/Living Room duties. Depending upon the needs of the client, volunteers will:

- Provide a comfortable atmosphere for clients
- Monitor client wait time in between services
- Monitor children in the Children's Room
- Provide snacks, drinks and other resources as available
- Maintain the Client Kitchen/Living Room/Children's Room in a clean and orderly fashion
- At the end of the day, ensure the Client Kitchen/Living Room/Children's Room are clean, stocked and ready for the next day
- Other duties as assigned

Requirements: Standard ASP-FJC Volunteer Orientation, Volunteer Application, Background Screening, Volunteer Interview, and Volunteer Academy. Demonstrated experience or ability to work with people in crisis and ability to show sensitivity to the issue of domestic violence. Prior experience working with children preferred.

Time Commitment: A Safe Place requests a minimum of two, 4-hour shift per month for at least one year. Due to classes and trainings offered to participants after normal public hours, there will be opportunities to work shifts after-hours and on weekends.

Administrative Volunteer:

Working under the supervision of the ASP-FJC staff, Administrative Volunteers will provide support by assisting the receptionist with answering the ASP-FJC business phone lines, greeting incoming clients, escorting clients through the facility, data entry, assisting with distribution of mail, filing, projects, and other administrative support as assigned.

Requirements: Standard ASP-FJC Volunteer Orientation, Volunteer Application, Background Screening, and Volunteer Interview. Participation in the Volunteer Academy may be optional depending on the specific projects the volunteer will be assigned.

Time Commitment: FJC requests a minimum of one, 4-hour shift per month for at one-year. Volunteers are encouraged to set a regular, weekly volunteer schedule.

Special Projects Volunteer:

Working under the supervision of the ASP-FJC staff, Special Project Volunteers will provide support in specific areas of need. Tasks may include:

- Provide support on special projects
- Participate as volunteer staff for community events and/or trainings
- Assist with community education/outreach and promotional events

Requirements: Standard ASP-FJC Volunteer Orientation, Volunteer Application, Background Screening, and Volunteer Interview. Participation in the Volunteer Academy may be optional depending on the specific projects the volunteer will be assigned.

Time Commitment: For a Special Projects Volunteer, hours may be determined based on the project to be completed/performed.

Volunteer Chaplaincy Program:

Because spirituality plays an important role in many people's lives, the ASP-FJC has created a Volunteer Chaplain Program to provide spiritual support to those clients that wish this service. The role of the ASP-FJC Volunteer Chaplain is not to proselytize, but to provide spiritual support to ASP-FJC guests. The level of spiritual support a Chaplain will provide is dependent on their own experience and comfort level, as well as their status as a Chaplain, Associate Chaplain, or Honorary Chaplain. ASP-FJC Chaplains are also available to assist FJC staff, when time allows. However, their main focus is serving ASP-FJC clients and guests.

Working closely with ASP-FJC staff, a Volunteer Chaplain will work directly with clients and may assist with the following duties:

- Remain a soothing presence in the living room/client kitchen areas when clients are present.
- Serve as a link to resources within the religious community of Clackamas County that support safety for victims of domestic violence.
- Provide connections to additional faith-based community resources when requested.
- Invocations, benedictions, special presentations, etc. for official ceremonies.
- Providing coping assistance for ASP-FJC staff and volunteers following stressful or overwhelming experiences.

Requirements: Standard ASP-FJC Volunteer Orientation, Volunteer Application, Background Screening, Volunteer Interview, and Volunteer Academy. Demonstrated experience or ability to work with people in crisis and ability to show sensitivity to the issue of domestic violence. Verification of affiliation with a religious organization within the Clackamas County/Portland-Metro area. Ordination or certification when appropriate.

Time Commitment: ASP-FJC requests a minimum of two, 4-hour shift per month for at least one year. Chaplain Volunteers are encouraged to set a regular, weekly volunteer schedule.

INTERVIEW PROCESS

Each volunteer applicant will be asked to complete an interview. This informal interview is a way for ASP-FJC staff to meet volunteers and help each volunteer discover which position would best fit their talents, skills and needs. The process is designed to cover the following areas:

- Previous work/volunteer experience
- Review of volunteer's application for completeness
- Volunteer position preference
- Availability of work days and shifts
- Suitability for the position(s)
- Interpersonal skills
- Ability to work independently with little supervision

BACKGROUND INVESTIGATION PROCESS

Applicants will be asked to successfully complete a background investigation process. The background investigative process is designed to ensure the quality of the individuals selected as volunteers and to preserve the safety of all guests, staff, and volunteers of ASP-FJC. A criminal history check will be made and references contacted by ASP-FJC Administration/Clackamas County Sheriff's Office.

VOLUNTEER ORIENTATION

Once an applicant has been accepted as a volunteer, they will be required to attend an ASP-FJC Volunteer Orientation meeting. Information shared in this meeting includes:

- History of Family Justice Center models
- Services provided to clients
- Expectations of volunteers
- Site tour
- On-site staff introduction to include photo taken for staff board

VOLUNTEER ACADEMY

ASP-FJC and partner agencies offers extensive training to staff, volunteers, and other community partners. In the Volunteer Academy, volunteers will receive valuable training which will help prepare them to assist in a variety of volunteer positions. Training topics may include, but are not limited to:

- Overview of ASP-FJC Operations Manual and Volunteer Program Manual
- Domestic Violence Laws
- Domestic Violence 101
- Presentations by ASP-FJC community partners
- Confidentiality/Mandatory Reporting Requirements