

**SAN DIEGO  
FAMILY JUSTICE  
CENTER**

**VOLUNTEER'S OPERATIONS  
MANUAL**

May 2007

## **INTRODUCTION**

The Volunteer's Operations Manual for the Family Justice Center is designed to assist the volunteers and other staff who will be working on site at 707 Broadway, San Diego, California by providing some basic information about the day-to-day procedures.

We consider this Operations Manual to be a work in progress and welcome your feedback. Please send your suggestions to Brenda Lugo at the San Diego Family Justice Center at 707 Broadway, Suite 200, San Diego, California 92101.

On behalf, of Casey Gwinn and Police Chief William Lansdowne, we would like to thank and acknowledge our former Operations Manager, Sergeant Robert Keetch and the former Volunteer Coordinator, Carolyn Wilson for their leadership in putting this Manual together as well as those individuals who contributed to this Operations Manual. We are grateful for their assistance.

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# **MISSION OBJECTIVES AND GOAL**

## **MISSION STATEMENT**

We are committed to creating a volunteer program within the San Diego Family Justice Center that supports its ideals and objectives and provides quality services in a comfortable, non-intrusive environment.

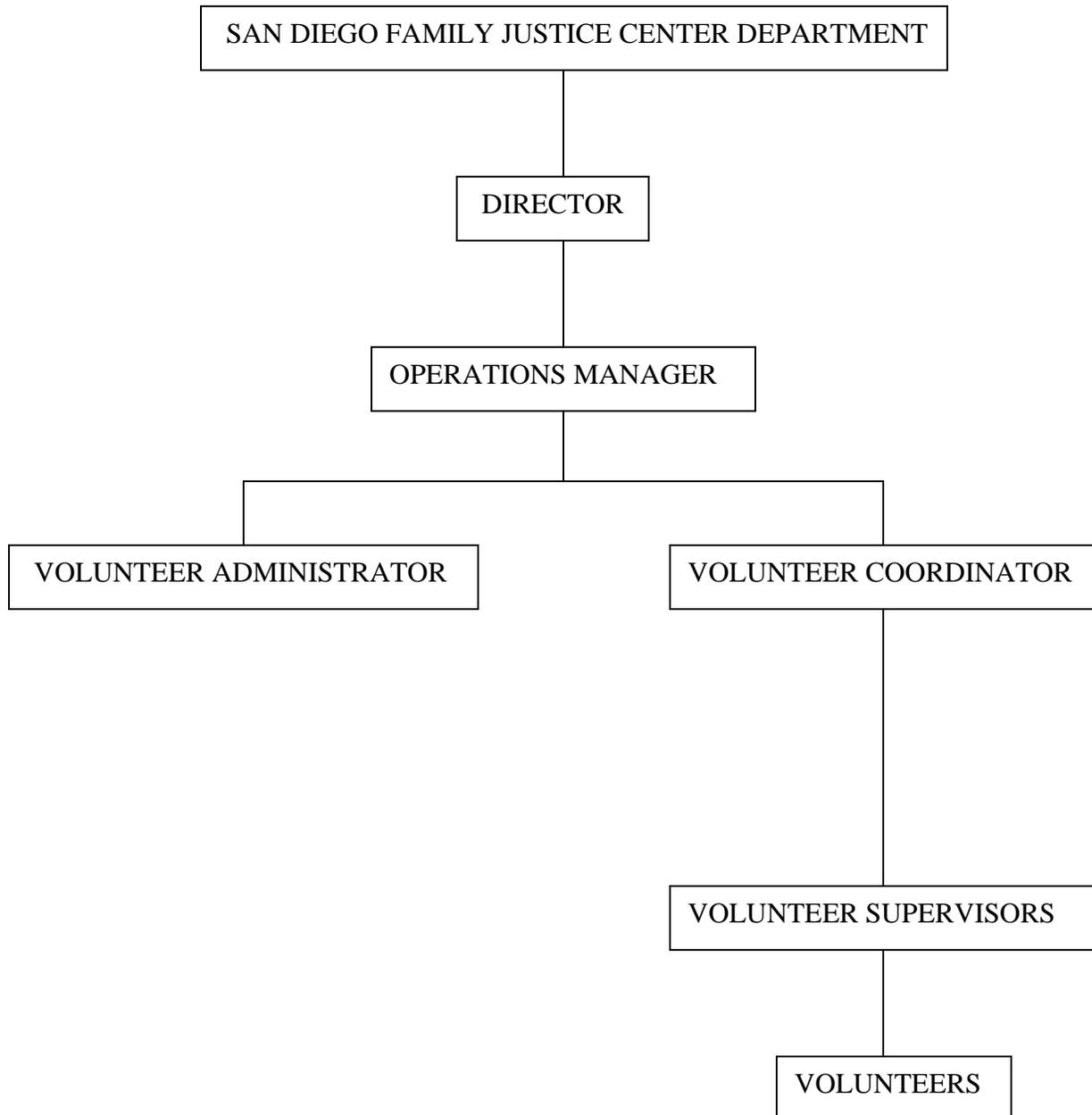
## **OBJECTIVE**

We recognize the value and importance of developing a culturally diverse volunteer work force and of matching their skills with the Center's needs.

## **GOAL**

Our goals are to make the Family Justice Center a safe place for victims of family violence to come when in need of services, by developing a spirit of cooperation and partnership with the community, and to become the model for current and future family violence volunteer programs.

# SAN DIEGO FAMILY JUSTICE CENTER VOLUNTEER'S ORGANIZATION CHART



## Section I. Definitions

### Position Definitions:

The Volunteer Program of the San Diego Family Justice Center utilizes several positions in its operation. These positions and their duties are listed below:

- **Volunteer Administrator**- The function of this position is to recruit, screen, interview, train, support and recognizes volunteers of the San Diego Family Justice Center and maintain systems which support volunteer recruitment and supervision. This second level supervisor reports directly to the Director of the San Diego Family Justice Center.
  
- **Volunteer Coordinator**- The function of this position is to manage the day-to-day operation of volunteers at the San Diego Family Justice Center. The Volunteer Coordinator will provide supervision to volunteers assigned to provide direct support to clients. The Volunteer Coordinator will support the Volunteer Program Administrator in volunteer recruitment and training. This second level supervisor reports directly to the Director of the San Diego Family Justice Center.
  
- **Volunteer Supervisors**- The Volunteer Supervisors are assigned to supervise volunteers. They generally work a full shift from 8:00AM - 5:00PM. The Volunteer Supervisors work under the direct supervision of the Volunteer Administrator. They will be directly responsible for the supervision of all volunteers working during their assigned shift. Approximately five (5) volunteers will be assigned as supervisors. Each supervisor will be cross trained and proficient in all volunteer positions.
  
- **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 weekly four and a half hour shift and will be responsible for the duties required of his/her assigned position, outlined in this Operations Manual. Approximately seventy-five (75) volunteers will be trained for the Family Justice Center. Volunteers will be cross trained in more than one position.

## 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 dining room.
- **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 the comfortable yet private confines of the Family Justice Center living room, family room or den.
- **Processing**– Each On-Site Partner plays a part of the Family Justice Center intake process. In addition to providing specific services to the client each partner will assist with the movement of clients.

## General Definitions:

- **Domestic Violence**- Domestic violence under the penal code is defined as abuse committed against an adult or minor who is a spouse, former spouse, cohabitant, former cohabitant, or person with whom the suspect has had a child or is having or has had a dating or engagement relationship.
- **Visitor**– Any person who comes to the Family Justice Center that is not a suspect, client or a member of the FJC staff.
- **Client**– Any person who comes to the Family Justice Center to receive available services. A client may also be referred to as a victim.
- **Victim**– Any person who is a victim of domestic violence. A victim may also be referred to as a client.
- **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 the Family Justice Center. This includes city employees, community partners and FJC volunteers.

## **Section II. APPLICATION PROCESS**

### Steps to Apply

Volunteers working at the San Diego 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 found on the San Diego Family Justice Center website and can be sent to the Volunteer Program Administrator. Below are the steps to become a San Diego Family Justice Center volunteer:

- Must be at least 18 years of age
- Agree to work at least 4 to 18 hours per month (dependent upon volunteer position)
- Agree to a one (1) year commitment to the FJC
- Agree to attend monthly Volunteer Roundtables
- Attend an Orientation Meeting (temporarily not required)
- Complete an interview with the Volunteer Administrator or Operations Manager
- Complete the background process with the Personnel Department of the City of San Diego.
- Complete the FJC Volunteer Academy
- Understand and agree to abide by the policy, procedures and operations manual for the FJC
- For Elder Abuse Client Advocate: complete the 8-hour elder abuse training

### Required Qualifications

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

### Desired Qualifications

- Bilingual
- Experience in DV/ social work/ child development/ crisis intervention/ family dynamics/ program management/ business
- Familiar with available community resources
- Able to make preliminary assessments of clients' needs
- Basic computer skills
- Special skills/ experience applicable to program development, non-profit administration and/or grant writing

## ORIENTATION MEETING (Temporarily not required)

All volunteers will be required to attend the FJC Volunteer Orientation Meeting. The Orientation Meeting provides the following information:

- History of FJC
- Services provided to clients
- Expectation of Volunteers
- Available volunteer positions
- Site tour
- On-site Staff introduction

## THE INTERVIEW

Each volunteer of the FJC will be required to complete an interview process with the Volunteer Administrator or the Operations Manager. The interview is designed to cover the following areas:

- Previous work/volunteer experience
- Review of volunteer's application
- Volunteer position preference
- Availability of work days and shifts
- Suitability for the position
- Interpersonal skills
- Ability to work with little or no supervision

## BACKGROUND INVESTIGATION PROCESS

All volunteers of the FJC will be required to successfully complete the Background Investigation process with the Personnel Department of the City of San Diego.

### **Section III. VOLUNTEER ACADEMY**

#### Hours

Once completing the Background Investigation interview, all volunteers must complete the Volunteer Academy before starting at the FJC. The academy will contain 40 hours of curriculum and will be offered during the day and evening. The specific dates will be posted on the San Diego Family Justice Center website when they are determined.

The daytime schedule, Track, I will be held over a two (2) week period consisting of five (5) eight hour days. The evening/weekend schedule, Track II, will be held over a four (4) week period which will include two (2) eight hour Saturdays and eight (8) three hour evening classes. At the completion of the academy, you will be awarded a certificate of completion.

Track I will be held during the weekday and one Saturday. Hours will be from 8:00AM - 5:00PM and will include a one (1) hour lunch break. Week one (1) will include classes on Tuesday and Thursday. Week two (2) will include classes on Monday and Wednesday and will conclude on Saturday.

Track II will be held over four (4) weeks. This track will include two (2) Saturdays and classes in the evening during the week. Track II will begin with an eight (8) hour class on a Saturday from 8:00AM - 5:00PM. The next eight (8) classes will be held on Tuesday and Thursday evenings. These classes will be from 6:00PM - 9:00PM. The track will conclude with an eight (8) hour class on a Saturday from 8:00AM - 5:00PM.

#### Topics Covered

The academy will cover the following:

- Mission and History of the San Diego Family Justice Center
- Domestic Violence 101
- Role of Family Justice Center Community Partners
- Role of Volunteers

## **Section IV. Administrative**

### **Volunteer Database - Volgistics**

Volunteers will be responsible for logging their volunteer hours. Volunteers can do this by logging into Volgistics, the FJC Volunteer Database, after every shift they work. Volgistics is an online system that allows volunteers to check their schedules and service history, sign-up, update their information, and post their hours. It is important that volunteers post their hours for every shift so the San Diego Family Justice Center can keep track of volunteer hours. It is also important that volunteers keep their contact information current.

### **Scheduling**

The Volunteer Coordinator will place volunteers in shifts dependent upon their availability and the needs of the FJC at the end of the Academy. If changes need to be made to the schedule, they should be cleared with the Volunteer Coordinator.

### **Check in/out Procedures**

At the beginning of every shift volunteers should check in with the volunteer supervisor to be informed of updates on policies, procedures, current client issues, as well as the position they will be working that day. Volunteers also need to let the supervisor know when they are leaving at the end of their shift.

## **Section V. VOLUNTEER COMMITMENT**

### **Time Commitment**

Fulfilling the priorities of the San Diego Family Justice Center to provide clients with quality service requires maintaining a dedicated team of volunteers. It is, then, of utmost importance that volunteers attend each shift they have committed to or prepare accordingly for shifts they are unable to work.

- Volunteers are required to notify the Volunteer Coordinator at least 48 hours before the shift they are unable to work. Volunteers are to call (619) 533-6001 if they are unable to work their scheduled shift.
- Volunteers are required to find a replacement volunteer to fill their shift within 48 hours of assigned shift.

## VOLUNTEER MONTHLY ROUNDTABLE

Meeting the goal of becoming a national model volunteer program will require a commitment to effective communication. The pursuit of this goal is based on valuable feedback from our volunteers and appropriate on-going training.

Volunteers assigned to the FJC will meet on a monthly basis in a roundtable format. The Volunteer's Roundtable meetings will provide the following:

- Discussion of current issues
- Updated training
- Problem solving
- Recognition
- Open discussion

## **Section VI. House Rules**

### Volunteer Uniforms

Appropriate professional attire is required of all volunteers. Appropriate attire will consist of the issued purple Family Justice Center golf shirt and jeans, dress slacks, or skirt. The wearing of shorts, flip flops, or torn or tattered pants is not permitted. Volunteers will also be provided a Family Justice Center issued photo ID that must be worn while on site and at FJC off-site events.

### Door Codes

Volunteers who have cleared a City of San Diego background check and authorized to begin working on-site will be given the appropriate 4-digit door code. This will be given by a Family Justice Center Department staff member.

## **Section VII. VOLUNTEER POSITIONS**

Each volunteer assigned to the San Diego Family Justice Center will be responsible for fulfilling at least one of the following duties:

### **Administrative Positions**

Volunteers working on administrative duties will work closely with the Volunteer Administrator, Supervisors and/or Volunteer Team Leaders who will be providing projects that need to be completed for the FJC.

- Update Volunteer Information
- Write/mail letters
- Track statistical information
- Organize data and files
- Assist with Volunteer Program projects
- Other duties as assigned

### **Case Management Positions**

The primary function of the Case Manager is to assist the client in accessing services from on-site partners that accommodate the individual needs of the client. The Intake procedure is designed to create a non-intrusive way in which to efficiently and effectively process a client through The Family Justice Center. Case Managers also keeps statistics recorded in the Intake Management System (IMS), through the routing system.

- Conduct preliminary assessment of client need through an intake interview
- Advise client of services available at the FJC
- Input client information into IMS
- Refer client to appropriate on-site partner
- Initiate feedback surveys
- Participate in follow-up procedure with FJC clients
- Ensure needs of client are met according to the standards of the FJC
- Other duties as assigned

### **Hospitality/Children's Room**

Volunteers in Hospitality supervise and provide services to clients waiting in the Dining 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 Dining Room. Depending upon the needs of the client, volunteers will offer a variety of items such as "My Stuff Bags" and food or drink.

- 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 in the dining room
- Maintain the dining and children's room in a clean and orderly fashion
- Maintain an inventory of all supplies on hand
- At the end of the day, ensure the dining and children's room are clean, stocked and ready for the next day
- Other duties as assigned

### Receptionist Positions

Volunteer receptionists are responsible for assisting the primary receptionist or covering the front desk in his/her absence.

- Handle walk-in traffic
- Handle phone calls
- Validate parking tickets when appropriate
- Log all phone and walk-in traffic
- Run background checks when appropriate
- Assist primary receptionist
- Other duties as assigned

### Special Events Positions

Special events volunteers are to assist in events for the promotion, and recognition of the Family Justice Center. This includes coordinating training and any other FJC related events.

- Assist in setting up FJC conference room
- Assist with special events, conferences and/or training sessions
- Assist with monthly tours
- Other duties as assigned

## **Section VIII. ROLE OF ON-SITE PARTNERS**

### **Center for Community Solutions**

Offers a full-time legal clinic to help victims obtain domestic violence restraining orders, dissolutions, and other family law matters.

### **Children's Hospital**

Provides advocacy services to victims of domestic violence with children focusing on programs that provide for the prevention, identification, treatment and rehabilitation of neglected and abused children and women impacted by domestic violence. Using multiple medical, social and therapeutic approaches, special focus is placed upon evidentiary, prevention and specialized support programs for victims of and witnesses to trauma.

### **City Attorney's Domestic Violence Unit**

Prosecutes misdemeanor cases of family violence that occur within the City of San Diego and Poway. Family violence includes domestic violence, child abuse, elder abuse, stalking, same sex domestic violence, violation of restraining orders, vandalism or harassing phone calls.

### **Forensic Medical Unit**

Sponsored by Sharp Grossmont Hospital the Forensic Medical Unit (FMU) conducts forensic examinations to document injuries, provides basic medical services and follow-up examinations for victims of Domestic Violence, and works with area medical providers obtaining primary and specialty care for clients of the Family Justice Center.

### **Integrated Mental Health Services**

Provides therapy and crisis intervention services to victims of domestic violence and children exposed to family violence.

### **Military Liaison**

Provides information to victim's who are either dependants of, or active duty military members about the many benefits available from the military to victims of domestic violence.

### **San Diego Police Department's Domestic Violence Unit**

Investigates all felony and misdemeanor domestic violence crimes that occur within the City of San Diego, including cases involving elder domestic violence, children witnessing domestic violence, stalking, violations of restraining orders, vandalism of property and harassment.

### San Diego Volunteer Lawyer Program

An on-site staff attorney provides direct representation in court to handle domestic violence restraining order applications, contempt hearings, restitution, and assistance with victims of crime compensation applications.

### Travelers Aid

Travelers Aid helps victims get the transportation they need to court appearances, medical and legal appointments, and employment related activities.

### Adult Protective Services

Provides case management, advocacy and investigation services to victims of elder abuse

### Immigration Attorney

Immigration legal assistance for people experiencing domestic violence

### San Diego Deaf Mental Health Services

Provides advocacy, support and assistance to deaf and special needs clients

## **Section IX. EMERGENCY PLAN**

For emergency situations, floor monitors will be assigned to the Second Floor to assist and clear the floor of FJC personnel. These monitors are:

- 1) Client Services Manager for partners and clients: \_\_\_\_\_
- 2) Volunteer Administrator for volunteers and clients: Tamar Sekayan
- 3) Volunteer Coordinator for hospitality and children's room: Brenda Lugo
- 4) Volunteer Supervisor is not responsible for any specific group, but is encouraged to clear the volunteer area before exiting the building.

See FJC Operations Manual for further detail.