

FAMILIES IN CRISIS, INC.
Volunteer Policies and Procedures

Volunteer Recruitment

Volunteer recruitment is an on-going process conducted through FIC newsletters, area public service announcements, community booths and presentations, volunteer fairs, and FIC fundraisers. This recruitment process takes place in Bell, Coryell, and Hamilton counties.

Volunteer training will be conducted quarterly for both sexual assault advocacy and domestic violence advocacy. The training alternates between Bell, Coryell, and Hamilton counties.

Direct service training is also conducted for hotline, children's program, and donation assistance.

Volunteer Screening and Placement

The Volunteer Coordinator will conduct an initial interview to assess the volunteer's interests and skill level, ensure proper documentation is complete, and determine placement for the volunteer within FIC.

All prospective volunteers will complete a volunteer interview, orientation, application, statement of confidentiality, disclosure statement, and security screening form. In addition, the volunteer will provide one form of identification prior to acceptance into the volunteer program at FIC.

Once the above criteria have been met, the volunteer may be placed with a staff member to begin volunteering.

Returning volunteers may need to complete additional documentation and orientation in order to participate in volunteer programs at FIC.

Volunteer Positions

Children's Program Volunteer	Sexual Assault Advocate *	
Hotline Advocate*	Donation Program Volunteer	
Language Translator	Adopt-A-Room	
Provision Drive	Landscaping and Lawn Care	Maintenance
Building Maintenance		

****Requires Specific Training***

Volunteer Training

The number of hours and course content of training will vary depending on the volunteer program. All volunteers, however, will complete an initial volunteer orientation that covers basic shelter policy, confidentiality, security, and FIC services.

Sexual Assault Advocacy Training

Sexual Assault Advocacy training is a 40-hour training certified by the Office of the Attorney General. Held quarterly, the training consists of 16 classroom hours and 12 hours of on-site training. Volunteers are required to attend eight one-hour sexual assault-related in-services per year, which are offered by FIC.

SA training covers hospital procedures, crisis intervention counseling, court advocacy, confidentiality, re-victimization, documentation, role-playing, posttraumatic stress disorder, active listening, and the volunteer on-call procedures.

Hotline Advocacy Training

Hotline Advocacy training is offered quarterly and involves an initial orientation, 18 hours of classroom training, and at least 12 hours of supervised shelter/hotline training. DV training covers the cycles of violence, battering characteristics, signs of abuse, child abuse, safety planning, active listening, why she stays, confidentiality, suicide, resources, legal issues, displaced anger, coping mechanisms, red flags, documentation stages of a call, re-victimization, facilitator responses, information on abusers, role playing, FIC services and the volunteer program.

Supervising Volunteers

Volunteers enter the organizational structure of FIC through the Volunteer Coordinator. Once a volunteer has completed the interview, orientation, and documentation phase, he/she is appointed to the program coordinator of the assigned area of service. The program coordinator is then responsible for the volunteer supervision.

Volunteers are encouraged to communicate any and all information regarding clients to their program coordinator or Volunteer Coordinator. All volunteers must adhere to the volunteer guidelines, ethics, and shelter philosophy.

Volunteer Evaluations and References

The Volunteer Coordinator will provide volunteer evaluations and references upon request. Evaluations and references will be based upon the volunteer's reliability, interaction with co-workers, participation in regular in-service trainings, professionalism, and attitude. A copy of the evaluation or reference will be given to the volunteer and another copy will be placed in his/her file.

Documentation of Hours

All volunteers are asked to sign in when beginning and ending a volunteer shift. Volunteers are responsible for obtaining the staff initials when signing out to verify volunteer time.

Notice of Cancellation

Scheduled volunteers are asked to contact FIC in advance if unable to volunteer at the scheduled time.

Termination

The assessment made to terminate a volunteer will be the responsibility of the Volunteer Coordinator and the Executive Director. Notice to terminate will initially be given to the volunteer. Termination will occur as a result of:

1. Breach of confidentiality including revealing shelter location or client information.
2. Use of alcohol or illegal drugs at FIC or coming to FIC while under the influence of alcohol or illegal drugs.
3. Failure to fulfill the responsibilities of the job to the extent that:
 - a. Injury might or does result to a co-worker, volunteer, or client.
 - b. Damage to the organization's goals and efforts occur and/or might have been incurred.
 - c. Loss or damage to equipment, facilities or other property is incurred.
4. Theft of any FIC, resident, staff, or volunteer property.
5. Sexual, emotional, or financial exploitation of FIC, its residents, employees, or volunteers.

6. Sexual involvement of any kind with a resident or staff member of FIC.
7. Use of foul or abusive language on shelter grounds.
8. Any behavior that compromises FIC policy, philosophy, or mission.

Termination of a volunteer for any of the above will be immediate. The supervising FIC staff employee will ask the volunteer to leave immediately. The supervising FIC staff employee will contact the Volunteer Coordinator as soon as possible with written documentation of the incident. If further contact with the volunteer is warranted, the Volunteer Coordinator will be the point of contact.

Due to the nature of the FIC mission, it may be necessary to terminate a volunteer for reasons other than those listed above. In such cases, the same termination policy as stated above will apply.

Volunteer Grievance Policy

A volunteer should attempt to first resolve the problem with his or her immediate supervisor within one week of the event. If no satisfactory resolution is made with the immediate supervisor, the volunteer may consult the Volunteer Coordinator regarding actions, occurrence, or attitudes expressed or implied which are perceived as unfair or inequitable on the job. If a satisfactory agreement for resolution cannot be made through the Volunteer Coordinator, the volunteer may appeal to the Executive Director. If no satisfaction is reached within 10 working days, the volunteer may submit a written request to the President of the Board of Directors for a hearing before the Board. The decision of the Board will be final.

Background Check

If a background check uncovers any form of violent behavior or assault charges, the volunteer will not be able to participate in the agency's volunteer program.

