



VOLUNTEER POLICIES AND PROCEDURES MANUAL

CARDV
P.O. Box 786
Fulton, MO 65251
573-642-1418

CARDV'S MISSION STATEMENT & GOAL

The mission of the Coalition Against Rape and Domestic Violence (CARDV) is to advocate for and provide support to individuals in Callaway County who have been affected by domestic violence or sexual assault. We strive to empower individuals to make choices that will promote their personal safety, well-being, and self-sufficiency.

VOLUNTEER PURPOSE

Volunteers allow our organization to provide enhanced services to our community. Volunteers provide a vital link between us and the community both by informing the community about the services we have to offer and by bringing valuable community input.

A thoughtfully planned and well-managed volunteer program can bring a wealth of benefits to our organization, its staff, the community and the volunteers.

A successful volunteer program requires staff and volunteers to work as a team in implementing our mission and goals. Volunteers supplement and complement but do not supplant or replace staff.

SECTION 1 – GENERAL VOLUNTEER POLICY

A. Utilization of Volunteers

CARDV accepts and encourages the involvement of volunteers within all appropriate program areas. All staff members are encouraged to assist in the creation of meaningful and productive roles for volunteers.

B. Definition of “Volunteer”

A volunteer is a person who performs or offers a service free of charge. A volunteer performs a task at the direction and on behalf of CARDV. Prior to performance of any task, a volunteer must have:

1. An application and current criminal background check on file with the Volunteer Coordinator;
2. Completed the general training required by the Missouri Coalition Against Domestic and Sexual Violence (MCADSV) offered by our agency; and
3. May also be required to have additional training within his/her specific volunteer area.

Volunteers who wish to provide direct services to clients must complete 48 hours of training prior to independently working with survivors and families.

C. Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personal agreement. CARDV reserves the right to change any of these policies at any time and expect adherence to the changed policy.

D. Scope of Volunteer Policies

Unless specifically stated, these policies apply to all volunteers in all areas undertaken on behalf of and to all sites of operation of CARDV.

E. Role of the Volunteer Coordinator

The productive utilization of volunteers requires a planned and organized effort. The Volunteer Coordinator is responsible for supervising the volunteer program. This position is to provide a central contact, offering coordinated and effective management under our agency guidelines for the benefit of staff and volunteers in their efforts to provide productive services.

F. Scope of Volunteer Involvement

Volunteers may be utilized in many aspects of CARDV and serve at appropriate levels of skill as determined by the Volunteer Coordinator and program directors. Volunteers should not, however, be utilized to displace any paid employees from their positions.

A description of the scope of volunteer service outlining the general policies and procedure for volunteering will be provided to each volunteer candidate. Additionally, each volunteer is provided with a copy of MCADSV's *Nature and Dynamics of Domestic Violence* and *Nature and Dynamics of Sexual Violence*, which are used as the foundation of volunteer training. Volunteers who will work with clients will also receive a copy of CARDV's Procedure Manual. As appropriate, volunteers will receive a training manual which should include an outline of the specific duties for each particular area. Each general description will include:

1. The general responsibilities of volunteers
2. Timesheet reporting
3. Reporting responsibilities (statistical tracking)

G. Safety and Welfare of Volunteers

The safety and welfare of volunteers is of paramount importance. Accepted commonsense standards of behavior will be outlined prior to the performance of volunteer tasks. In the event of an injury, appropriate first aid is to be given, and the Volunteer Coordinator is to immediately complete an incident report and submit a copy to the Executive Director.

H. Screening of Volunteers

Volunteers are subject to screening procedures, including reference checks and background checks, including criminal background check and child abuse and neglect screening, as required by MCADSV service guidelines. Volunteers who refuse permission to conduct these checks or who fail to submit the correct information on their application will not be accepted for placement.

SECTION 2 – RIGHTS AND RESPONSIBILITIES

A. Relationship Between Volunteer and CARDV

Volunteers are viewed as a valuable resource to CARDV, its staff, and its clients. Volunteers should be extended the right to be given meaningful assignments, the right to be treated as respected coworkers, the right to effective supervision, the right to appropriate involvement and participation, and the right to recognition for work done.

B. Maintenance of Records

A system of records will be maintained on each volunteer, including dates and hours of service and positions held. Volunteers and appropriate staff should be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate manner. Volunteer personnel records should be treated with the same confidentiality as CARDV's personnel records.

C. Timesheets

Individual volunteers are responsible for the accurate completion and timely submission of timesheets. Timesheets should be turned in on a monthly basis and no later than the third day of each month.

D. Confidentiality

Access to confidential records is restricted to designated CARDV staff. All CARDV related information overheard or entrusted to a volunteer needs to remain confidential. It is not to be talked about among other volunteers, participants, friends, or family. CARDV location and client information are to be held at the utmost confidence. All volunteers must sign a confidentiality agreement, and volunteers who provide direct services to clients must complete MCADSV's eight (8)-hour confidentiality training.

E. Work Site

The program should establish an appropriate worksite director prior to the enrollment of any volunteer. This worksite should contain necessary facilities, equipment, and space to enable the volunteer to perform effectively and comfortably.

F. Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform the Volunteer Coordinator as far in advance as possible so that alternative arrangements may be made. Volunteers are required to provide, at a minimum, three hours of service per month to remain active.

G. Right to Reject Services/Termination

CARDV reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject services. Participation in any volunteer position should be open to any individual and no individual should be discriminated against based upon race, color, religion, age, sex, national origin, or physical, mental or sensory handicap, or on the basis of any other characteristic protected by law. Ground for rejecting services may include, but are not limited to: unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of CARDV equipment or materials, mistreatment of clients or co-workers, failure to abide by CARDV policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

H. Resignation

Volunteers may resign from volunteer services with CARDV at any time. It is requested that volunteers who intend to resign provide advance notice of departure to the Volunteer Coordinator.

SECTION 3— RECRUITMENT AND TRAINING OF VOLUNTEERS

A. Recruitment

Volunteers should be recruited by CARDV on a proactive basis with the intent of broadening and expanding the volunteer involvement of the community. Volunteers should be recruited without regard to race, color, national origin, gender, age, marital status, sexual preference, and/or disability. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

B. Application & Criminal Background Check

Before attending the training, volunteers must have completed and returned a volunteer application. Failure to do so will render the volunteer ineligible to proceed in the volunteer process. The Volunteer Coordinator should complete a criminal background check for those interested in attending the training and eventually becoming a volunteer. If the potential volunteer's background check yields any history of abuse and/or sexual deviant behavior or other crimes of violence, the volunteer may be ruled ineligible to volunteer.

C. Training

Prior to being assigned or appointed to a position, all volunteers will be required to complete training, general and specific per area. Volunteers who provide direct services will receive the *Volunteer Training Packet* and *CARDV Procedures*.

D. Placement

In placing a volunteer, consideration should be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement should be made unless the needs of both the volunteer and staff can be met. Volunteers will be required to attend area-specific training in which they will be provided with a description of general volunteer duties and a scope of work description so there is complete understanding of the expectations of their service. This training should clearly identify the essential job functions the volunteer is authorized to perform. Since volunteers are considered a valuable resource, staff is encouraged to seriously consider creative ways in which volunteers can be of service and to consult with the Volunteer Coordinator if in need of assistance or additional training.

E. Professional Services

Volunteers should not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license must be on file with the Volunteer Coordinator.

F. Continuing Education

Volunteers are encouraged to improve their levels of skill during their terms of service. Additional training and educational opportunities may be made available to volunteers during their service. This continuing education may include both additional training in their current volunteer

assignment, as well as more general training. It may be provided either by CARDV or by assisting the volunteer to participate in educational programs provided by other entities, such as MCADSV. Volunteers also may choose to attend trainings in the other volunteer areas.

SECTION 4 – SUPERVISION AND EVALUATION OF VOLUNTEERS

A. Supervision of Volunteers

Each volunteer must have a clearly identified program director who is responsible for direct management of that volunteer. Unless otherwise notified, each volunteer's program director is the Volunteer Coordinator. The Volunteer Coordinator is responsible for day-to-day management and guidance of the work of the volunteer and needs to be available to the volunteer for consultation and assistance. The Volunteer Coordinator is expected to maintain and communicate their volunteer schedules. Schedules should be sent on a monthly basis to the appropriate volunteers, area-specific staff, and the Volunteer Coordinator.

B. Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of CARDV, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understand and respects the needs and abilities of the other.

SECTION 5 – VOLUNTEER SUPPORT AND RECOGNITION

A. Annual Recognition Event

An annual volunteer recognition event will be held to highlight and reward the contributions of volunteers. A follow-up evaluation form will be randomly distributed following the event. This evaluation will seek information regarding their experience in the volunteer program and any suggestions for the program.

B. Informal Recognition

Thank you letters, e-mails and/or verbal appreciation are to be given to all volunteers as appropriate. All staff responsible for volunteer supervision are encouraged to undertake methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple "Thank You" to a concerted effort to include volunteers as full participants in program decision-making and implementation.

C. Volunteer Career Paths

Volunteers are encouraged to develop their skills while serving with CARDV, and are to be assisted through promotion to new volunteers jobs to assume additional and greater responsibilities. If so desired by the volunteer, CARDV should assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer. Letters of recommendation for college and/or employment fall in this category.

SECTION 6 – VOLUNTEER JOB DESCRIPTIONS

A. Help Line Advocate

Provide crisis advocacy to victims who may need emotional support, referral to temporary shelter or information about domestic violence, sexual violence, CARDV's services or other community resources.

Responsibilities:

- Cooperate with staff in creating an on-call schedule
- Respond to crisis calls from victims
- Provide general support, comfort and active listening
- Assist victims with safety planning and accessing community resources
- Complete Call Log for each call
- Keep Call Log updated so staff members stay informed
- Maintain confidentiality of callers/program participants
- Attend and complete trainings required
- Notify appropriate staff if unable to fill shift as soon as possible
- Turn in all monthly reports

B. Legal Advocate

Provide advocacy to victims who may need emotional support during criminal or civil hearings.

Responsibilities:

- Assist participants in obtaining an Ex Parte or Full Order of Protection
- Advocate for participant during civil hearings
- Advocate for participant during criminal hearings
- Maintain confidentiality of all participants
- Offer comfort and active listening
- Complete all appropriate participant forms
- Keep client notes updated so staff can stay informed
- Turn in all monthly reports

C. Indirect Client Services (Fund Raising, Public Speaking, Community Educator)

To support CARDV's mission through education and presence in the public.

Responsibilities:

- Raise funds through CARDV's Board approved projects
- Speak at community functions or organizations about the services provided by CARDV
- Coordinate booths for community outreach opportunities
- Provide community education regarding the dynamics of domestic and sexual violence
- Maintain and report time volunteered

D. Office Assistant

Provide general office assistance to CARDV staff.

Responsibilities:

- Perform general office duties
 - copies
 - organization
 - filing
 - maintain current client resources (brochures, flyers, announcements)
 - brochure and flyer distribution
 - inventory and organize donation room
 - light office cleaning (vacuum, trash, dusting)
- Maintain confidentiality of all program participants
- Report time volunteered

E. Hospital Advocacy

Provide crisis advocacy to victims who may need emotional support in the hospital.

Responsibilities:

- Respond to help line call from victims, law enforcement or emergency medical personnel
- Maintain confidentiality of all victims
- Offer comfort and active listening
- Assist victims in safety planning and accessing community resources
- Assist victims in filing Crime Victims' Compensation forms
- Complete all participant forms
- Keep client notes updated so staff can stay informed
- Turn in all monthly reports

F. Client Transportation

Provide transportation for clients and their children.

Responsibilities:

- Provide local area client transportation
- Provide active listening and comfort while transporting
- Complete all participant forms
- Keep client notes updated so staff can stay informed
- Maintain confidentiality of all participants
- Turn in all monthly reports

G. Childcare

Childcare volunteers work with children at CARDV during support groups and, if available, various times as needed.

Responsibilities:

Provide child care for children of victims of domestic or sexual violence

- Cooperate with staff in creating a schedule
- Maintain confidentiality of all participants
- Turn in all monthly reports