

GUILFORD COUNTY FAMILY JUSTICE CENTER  
VOLUNTEER HANDBOOK



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## WELCOME TO THE GUILFORD COUNTY FAMILY JUSTICE CENTER

Dear Volunteer,

We are thrilled to have you join us at the Guilford County Family Justice Center. For years, community stakeholders have been developing a coordinated approach to better addressing domestic and sexual violence. The FJC represents a shared vision and commitment to serve victims of domestic violence, sexual assault, child abuse, and elder abuse in a more efficient and effective way. The FJC opened to the public on June 15, 2015. While we are still early in our operations, we recognize the value and critical need for volunteer support and engagement in this community-wide public safety initiative.

Thank you for your willingness to serve and give your time. The FJC volunteers and interns provide a tremendous support to survivors, their families, and the staff working at the Center.

In this Volunteer Handbook, you will find essential information that can assist you as a volunteer or intern. We consider this manual to be a work in progress and welcome your feedback. Please note, volunteers are not employees of the Guilford County Family Justice Center.

It is my hope that your relationship with the Family Justice Center will be a long and fulfilling one. The FJC is committed to providing the training and support necessary to ensure your volunteer experience is valuable. Please know that I am available should you have any questions or concerns.

Thank you again for joining the FJC team of volunteers!



Sincerely,

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## I. 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 the FJC to find a calm, reassuring voice, and a safe place to sit and rest. Someone offers you refreshments, and a volunteer offers to show your children the playroom. All of a sudden, getting help seems a little less frightening, and there is a glimpse of something that you did not believe you would ever find again . . . HOPE.

Domestic and sexual violence is a major issue in our society and there are many people who truly desire to help those affected. But how? Many people desire to help, but do not know where or how to start.

That is where the FJC comes into the picture. The FJC offers many services to those affected by domestic and sexual violence in one location. There are many ways that community members can become involved. From assisting FJC Staff in the office, to sitting with FJC guests to support them, there are unlimited opportunities for volunteers. Later in this manual, you will find a list of the types of volunteer assistance which are needed.

**GOALS:** Here at the FJC, the goals of our volunteer program are to match each volunteer with a fulfilling area of service and to provide them with the training and support they need to assist those affected by domestic violence, sexual assault, child abuse and/or elder abuse.

**OBJECTIVES:** Some of the volunteer program objectives are:

- Provide current and frequent training to volunteers on domestic and sexual violence
- Provide a variety of tasks for volunteers to become involved in assisting FJC clients
- Have volunteers available in the FJC to provide a safe and comfortable atmosphere for guests
- Directly assist one of our many partners with services provided

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## II. VOLUNTEER APPLICATION PROCESS

The Guilford County Family Justice Center is currently welcoming applications for volunteers. Our volunteers are vital to the operation of the Center.

The process of becoming a volunteer is outlined below:

- Volunteers must be at least 18 years of age
- Be aware of the time requirement for the specific volunteer position. It is our goal to assist you in selecting a volunteer opportunity that meets your time requirement. For direct client service volunteer positions, we request that you be available for at least one, 4-hour shift per week. Volunteers are encouraged to set a regular and structured schedule.
- Agree to a 6-month or one semester commitment to the FJC. The staff of the FJC desire for every volunteer to have a meaningful experience. We ask that you commit to becoming a volunteer for at least six months so that you can receive training and become an expert in your volunteer area.
- Complete a Volunteer Interview
- Complete the FJC background screening process
- Complete the required training for the selected volunteer position
- Follow all policies and procedures of FJC

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## III. DESCRIPTION OF DUTIES

The Volunteer Program of the Guilford County Family Justice Center utilizes several positions in its operation. We desire to match each volunteer's interest to their volunteer assignment. After the volunteer interview, each volunteer will work with the FJC Director or Client Services Coordinator to determine which position will be best suited for their interests. Each volunteer will then be assigned a specific duty.

Volunteers will work under the supervision of the Client Services Coordinator. They will also have additional supervision through the Director, Navigator, and Administrative Assistant. Each volunteer will be trained and assigned to a least one position and may have a combination.

These positions and their duties are listed below:

Client Care Volunteer: Working closely with FJC staff, a Guest Care Volunteer will work directly with clients and may assist with the following duties: Assisting the Receptionist with answering phones, greeting incoming clients, and meeting client needs; Assisting Intake staff; Managing the waiting room; Escorting clients through the facility and to appointments when appropriate; General office support.

Special Projects/Events Coordinator: The individual will directly assist the Director with the organization of FJC events.

Outreach Volunteer: The individual will assist the Director and other partner agencies with outreach to the community.

Intern: The individual will assist FJC on-site partners with provision of culturally sensitive services for survivors through navigation and court accompaniment.

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## IV. VOLUNTEER JOB DESCRIPTIONS

### **A. Direct Care Opportunities**

**Client Care Volunteer:** Client care volunteers support the FJC Navigator and Administrative Assistant in supporting and linking clients seeking FJC services.

*Requirements:* Standard FJC Volunteer Orientation, Volunteer Application, Background Screening, Volunteer Interview, and Volunteer Training Academy. Demonstrate experience or ability to work with people in crisis and ability to show sensitivity to the issue of domestic violence.

*Time Commitment:* FJC requests a minimum of one, 4-hour shift per week for at least 6-months or one semester. Volunteers are welcome to set a regular, weekly volunteer schedule as well.

**Children's Room Volunteer:** Youth and childcare volunteers will assist FJC staff and clients by monitoring the children's play room area and assisting with children's activities.

*Tasks may include:*

- Monitoring children's play room
- Reading books
- Assisting in age-appropriate game play
- Supervising educational videos
- Supervising arts and crafts
- Assisting older children with homework assignments

*Requirements:* Standard FJC Volunteer Orientation, Volunteer Application, Background Screening, Volunteer Interview, and Volunteer Academy. Demonstrate 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.

*Time Commitment:* FJC requests a minimum of one, 4-hour shifts per week for at least 6-months or one semester. Volunteers are welcome to set a regular, weekly volunteer schedule as well.

### **B. Non Direct Care Opportunities**

**Administrative Volunteer:** Working under the supervision of the FJC staff, this volunteer will provide administrative support to the FJC.

*Tasks may include:*

- Answering the FJC business phone line
- Assisting with distribution of mail
- Filing support
- Data entry
- Assistance with mailings and other projects
- Other administrative support as assigned

*Requirements:* Standard 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 week for at least 6-months or one semester. Volunteers are welcome to set a regular, weekly volunteer schedule as well.

**Special Projects Volunteer:** Working under the supervision of the FJC staff, Special Project Volunteers will provide support in specific areas of need.

*Tasks may include:*

- Assisting with mailings
- Providing support on special projects
- Being volunteer staff for community events and/or trainings

*Requirements:* Standard 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. Volunteers are welcome to set a regular, weekly volunteer schedule as well.

### **C. Internship Opportunities**

**Undergraduate and/or Graduate Intern:** Supervision of interns is a partnership between the FJC administrative staff and the FJC community based partners. Community partners all specialize in culturally sensitive support services for survivors of domestic violence. The FJC has intern positions through community partners, as well as through the FJC staff.

*Requirements:* Standard FJC Volunteer orientation, Volunteer Application, Background Screening, Volunteer Interview, and Volunteer Academy.

*Time Commitment:* Time Commitment for an intern is based on the requirements of their school or intern agency.

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## V. INTERVIEW PROCESS

Each volunteer for the FJC will be asked to complete an interview. This informal interview is a way for FJC staff to meet volunteers and help each volunteer discover which position would best fit their skills and needs.

The process is designed to cover the following areas:

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

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## VI. BACKGROUND INVESTIGATION PROCESS

For safety, all volunteers for the FJC will be asked to successfully complete the 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 the program.

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## VII. FJC TRAINING ACADEMY

FJC offers extensive training to its staff, volunteers, and other community agencies. As a volunteer, you will receive the FJC volunteer training.

Training topics may include, but are not limited to:

- Introduction to the judicial system (victim's perspective)
- DV and SA 101
- Family Justice Center Community Partners
- History of FJC and services provided
- On-site staff introduction
- Description of available volunteer positions
- Expectation of volunteers
- Site tour

Training is sometimes done in conjunction with Family Service of the Piedmont. All volunteers providing direct services are required to have 20 hours of victim service related training each year.

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## VIII. VOLUNTEER CODE OF CONDUCT

Professional attire is requested of all volunteers.

All authorized personnel of the FJC must wear an identification tag at all times. There should never be anyone working inside the FJC without a visible identification card.

For the safety of all guests, staff, and volunteers, all matters at the FJC are extremely confidential. Volunteers must sign an agreement to keep all information obtained at the FJC confidential.

We ask that any volunteer, who is unable to meet an FJC commitment due to illness, family emergency, or any other reason, contact the FJC as soon as possible.

It is imperative that all guests of the FJC be treated with courtesy and respect. Volunteers are a HUGE part of ensuring that the FJC is a warm and reassuring environment. It is important that each FJC guest be provided with the same level of care and service.