



POLICIES AND PROCEDURES



Basic Information for Volunteers

- Complete the 40 hour initial training and pass test with 70% or better.
- Complete 10 hours of on the job training within the first year of service. This includes; hospital shadowing, courtroom shadowing, attending community meetings, shadowing education/outreach events, shadowing hotline calls, support groups, client meetings, etc
- Complete 6 hours of continuing education within the first year of service. This includes; self-study, workshops related to the serving victims of sexual assault by CVRCC or other providers, and University courses that apply.
- Take 3 hotline shifts per month. One shift must be a weekend shift every other month. 3 consecutive months of not taking required shifts is cause for dismissal, however discuss with the volunteer coordinator if circumstances arise.
- Volunteers are required to attend quarterly volunteer meetings. All efforts should be made to attend as these are vital to communication.
- Shifts will be on a first come first serve basis. The volunteer coordinator will email the open dates the middle of each month and volunteers should email/call with dates they are available.
- Always dress professionally when meeting a client in person or at the hospital. This means nice jeans or slacks, and a nice top. No hats, tennis shoes, flip-flops, revealing clothing, sweats, etc. Do not drink/use drugs 6 hrs prior to taking a hotline shift.
- Volunteers may take a leave of absence for 3 months during a 1 year period. Consult the volunteer coordinator.
- Weekday shifts run from 5pm-8am the next morning. Weekend shifts run from 8am-8am the next morning.
- The hotline form should be filled out for all calls and returned no later than 2-3 days after the call depending on the shift.
- If you are unable to do a shift you signed up for you must find a replacement and notify staff immediately of the change.
- Each volunteer will have an evaluation on a yearly basis.
- Grievance procedure can be found the Policies and Procedure which should be provided to every volunteer.

See volunteer policies and procedures for full detail of expectations.



POLICIES AND PROCEDURES AND VOLUNTEER/ADVOCATE JOB DESCRIPTIONS

September 8, 2014

PURPOSE: To provide 24-hour crisis intervention, hotline assistance, support, referrals, information, and compassion to survivors of sexual assault and their families; and to provide continuing education to the community regarding sexual assault and sexual assault awareness.

Volunteers (persons who offer their services of their own free will) will act in that capacity only. No one will be a representative (a person appointed to act or speak for others) for the Concho Valley Rape Crisis Center other than Center Staff or a member of the Board of Directors with Board approval.

I. SCREENING

PURPOSE: To obtain the best qualified volunteers to serve as advocates.

- A. All applications of prospective volunteers will be reviewed by the Director of Volunteer Services and/or the Executive Director.
- B. After staff reviews an application, the prospective volunteer will attend an initial interview with the Director of Volunteer Services.
- C. After notification of acceptance for training and while attending training sessions, prospective volunteers will be screened by all instructors, participating Board members and any person or persons invited by the Executive Director or Director of Volunteer Services for the specific purpose of screening.

II. MEMBERSHIP

PURPOSE: To educate, train and retain volunteers who will be the best possible advocates to survivors and significant others who turn to the center for help.

- A. All prospective volunteers will attend a minimum of 40 hours initial OAG certified training including classroom and home-study. The Executive Director or Director of Volunteer Services of the CVRCC will determine the training requirements for volunteers who have

worked at or volunteered at another rape crisis center and who wish to become active locally. (If statewide certification has been received, this requirement may be waived at the discretion of the Executive Director.)

- B. After completing the 40 hour initial training volunteer must pass the approved test with a score of 70% or higher. Volunteers coming from another rape crisis center must pass with an 85% or higher unless the volunteer has received statewide certification. Volunteers must then complete ten (10) hours of on the job training after the initial training.
- C. At completion of the initial training and approval of the screening committee, volunteers will enter into a six (6) month commitment.
- D. To maintain active membership, volunteers are required to take three (3) shifts per month (Note: number may vary depending on the number of active volunteers). At least one (1) of the shifts shall include a hotline shift and shall be on a weekend every other month. Failing to take appropriate shifts for THREE (3) consecutive months will be cause for dismissal as a volunteer. If extenuating circumstances arise that prevent the volunteer from taking hotline, a written note to the Executive Director or Director of Volunteer Services will be required. The note will be placed in the volunteer's file and will be taken into consideration during the next review.
- E. To maintain active membership volunteers shall attend a minimum of six (6) continuing education hours per year after the initial year of training. The volunteer's year shall begin on the date they receive their certificate of completion and continues annually thereafter. Overall time committed to the continuing education should be a minimum of six (6) hours per year. Volunteers may obtain their continuing education in the following ways:
 - (1) Attendance at specially planned training sessions through CVRCC;
 - (2) Attendance at one or more of the presentations during training classes for new volunteers;
 - (3) Watching a training video approved by CVRCC Center Staff, and/or
 - (4) Attendance at a pre-approved conference or relevant training outside the Center, with proof of attendance given to the Director of Volunteer Services.

The Director of Volunteer Services will maintain accurate records of each volunteer's continuing education hours and will inform volunteers on an annual basis of their status.

- A. Volunteers are expected to maintain confidentiality of any information concerning a survivor (including, but not limited to, survivors' cases and/or records), except to investigating law enforcement officers or prosecutor's office (with prior approval of survivor/Executive Director or both) or other volunteers of the CVRCC.
- B. Volunteers will dress and act professionally and in a businesslike manner in all representations of CVRCC, including face-to-face support service with a client (adult or adolescent).
- C. Volunteers will not drink alcohol or take intoxicating substances a minimum of 6 hours prior to performing any duties on behalf of CVRCC or while performing duties.
- D. Volunteers will not smoke cigarettes while representing CVRCC.

- E. A volunteer may formally request to take a temporary leave of absence. This request should be made in writing to the CVRCC Director of Volunteer Services or Executive Director. A volunteer can only be on leave of absence for three (3) months during a one (1) year period. A volunteer must go inactive if they are unable to return after the three (3) month period.
- F. Membership can be revoked for the following reasons:
 - (1) Failure to maintain the continuing education requirement;
 - (2) Failure to perform duties as agreed to in Letter of Commitment;
 - (3) Violation of survivor confidentiality;
 - (4) Failure to comply with Policies and Procedures; or
 - (5) Grievous breach of other center policy as determined by the CVRCC staff.
- G. A volunteer may be reinstated to active membership status by attending the initial volunteer training and entering into a new six (6) month commitment. Portions of the volunteer training may be waived at the discretion of the Executive Director.

III. HOTLINE SERVICE

PURPOSE: To directly assist sexual assault survivors and their families by providing a 24-hour crisis intervention and support services hotline.

- A. When it is the volunteer's duty to answer the hotline, he/she should be at his/her phone at the precise time of the scheduled shift. The hotline may be answered "Concho Valley Rape Crisis hotline. This is (first name). May I help you?"
- B. Weekday duties require advocates to be available to answer hotline by 5:00 pm and no later than 5:10 pm, to allow Center Staff to leave as close to 5:00 pm as possible. Weekend duties require advocates to be available to answer hotline precisely at 8:00 am. All advocates are not to leave hotline unattended, off hook or unanswered at anytime. If there is a personal emergency, call a CVRCC staff person to help you find hotline coverage.
- C. Do not allow anyone else to answer the phone when on duty at home.
- D. Answer the hotline in a quiet place with your manual, forms, pen and writing pad at hand.
- E. Immediately determine the survivor's physical condition and safety.
- F. Assimilate facts concerning the sexual assault and give support to the survivor.
- G. Fill out Hotline form in its entirety

Hotline Form - use this form for each crisis call received on the hotline. Insert full date, including year. Give date and time, indicating if it is a.m. or p.m. Fill in as accurately and as completely as possible indicating 'Unknown' if information is not given or not known. Mail or bring this form to the Center within three (3) days of the call if it is over the weekend and within 2 days if it is not. On all forms, be sure to give amount of time spent on hotline.

- H. Encourage, but do not pressure, survivor to report to law enforcement.
- I. At termination of call, make appropriate referrals as needed.
- J. Confidentiality should be stressed to the survivor and maintained at all times.
- K. Each hotline volunteer is responsible for seeking his/her replacement when unable to take a shift previously signed up for and hotline volunteer and replacement must inform Center Staff of any change immediately.

V. FACE-TO-FACE EMERGENCY ROOM SUPPORT SERVICES

PURPOSE: To provide face-to-face support services to sexual assault survivors and family members on a time-limited basis.

- A. Volunteers should dress in an appropriate fashion since they are representing CVRCC in an official capacity. No flip flops, shorts, tummy exposing tops, spaghetti string tops, etc.
- B. Maintaining confidentiality is of utmost importance. All information gathered in face-to-face support sessions may be shared only with other CVRCC staff.
- C. Volunteer Advocates must be able to be at the hospital within 20 minutes of the hotline call requesting accompaniment services.
- D. After meeting with a victim, accurately complete an ER Accompaniment Form, maintain own notes on observations and actions, and mail or hand-deliver forms to Center Staff within three (3) days from the date of the report or 72 hours.
- E. Face-to-face support advocates should always provide non-judgmental support and assistance to survivors.

VI. SURVIVORS' SUPPORT GROUPS

PURPOSE: To assist sexual assault survivors and their families during recovery by allowing them to discuss their feelings and fears and to receive non-judgmental support from advocates and other survivors.

- A. Eligibility for attendance: Survivors, female extended family members and survivors' advocates (if desired by survivors) in addition to those persons appointed by the Director of Victim Services (with ED approval) to conduct the meeting. Advocates shall introduce themselves to the group leader(s) before the beginning of the group session.
- B. Meetings: The survivors' group will meet as scheduled weekly at scheduled location and time.
- C. It is the responsibility of each advocate to determine (with the help of the Center Staff or persons conducting the groups, if needed) when the survivor and/or extended family members have received maximum benefit from the discussion group or when professional help is indicated. Proper referrals should be made at that time.

- D. The Director of Volunteer Services may request that potential volunteers, due to their own issues, attend one of the survivor's support groups prior to becoming an active volunteer. During the time potential volunteers attend group, they may not serve in a support role or serve as an advocate. Both the potential volunteer and the Executive Director will determine together when the volunteer no longer needs group and is ready for active status.

VII. EDUCATION & PREVENTION

PURPOSE: To educate the community on the trauma of sexual assault, sexual assault awareness and services offered by CVRCC.

- A. The Director of Volunteer Services shall be in charge with the assistance of the Director of Community Outreach and Engagement in assigning speaking engagements for volunteers interested in providing education, awareness and/or prevention.
- B. Eligibility: Volunteers who are willing to deliver speeches or presentations to the community when called upon and who are knowledgeable in the areas of sexual assault and functions of the CVRCC.
- C. Meetings will be called when necessary.
- D. Speakers will not use examples of any survivor currently being counseled by a volunteer advocate when delivering speeches or presentations. When in doubt, the Executive Director, Director of Volunteer Services and/or the Director of Community Outreach and Engagement will make the determination.
- E. Speakers shall observe at least three speeches or presentations and be observed at least once as a condition of training.

VIII. VOLUNTEER REVIEW

PURPOSE: To provide a means of reviewing the performance of each volunteer to provide feedback.

- A. Each volunteer will be reviewed annually by the Director of Volunteer Services. The month of the review will coincide with the month of his/her training class. The volunteer will receive a written review form signed by the Director of Volunteer Services.
- B. The Center reserves the right to conduct a review of a volunteer more frequently than annually if circumstances deem it necessary.
- C. The Director of Volunteer Services of the Center is responsible for maintaining personnel files of all volunteers. Each file will contain the volunteer's car insurance, application, letter of commitment, confidentiality form, code of ethics, job description, background check, exam scores, Volunteer, training information, continuing education records, and any and all other records pertinent to the volunteer's performance of duties.

IX. GRIEVANCE PROCEDURE

PURPOSE: To reach a resolution of complaints.

- A. All complaints shall be submitted in writing by the complainant (person filing the grievance) and filed with the Executive Director who shall maintain a log which shows the receipt and disposition of all complaints.
- B. The Executive Director shall immediately log all complaints and shall, within three (3) working days of receipt of such grievance:
 - 1) Create a file;
 - 2) Send a letter of acknowledgement of the complaint and a copy of the agency's grievance procedures to the complainant;
 - 3) Forward a copy of the complaint and a copy of the agency's grievance procedures to the respondent (the person against whom the complaint has been filed).
- C. The respondent shall contact the complainant and attempt an informal resolution of the conflict. A written statement from both parties that the matter can or cannot be resolved must be submitted to the Executive Director within ten (10) working days from receipt of complaint.
- D. Failure to act within the prescribed time period will result in a disposition in favor of the complainant, unless good cause is shown to the Executive Director otherwise.
- E. Any matter not satisfactorily resolved by the parties will proceed to the next administrative level as follows:
 - 1) Complaint(s) against the Executive Director shall be forwarded to the President of the Board of Directors;
 - 2) Complaint(s) against any employee or any volunteer shall be forwarded to the Executive Director.
- F. The final stage in the appellate process will consist of a hearing to be held within ten (10) working days after receipt that such hearing is to be held before the Personnel Committee. The Personnel Committee shall consist of Board members.
- E. The procedures (i.e., time limits, evidence accepted/not accepted, witnesses/no witnesses, place and time of meeting, method of recording meeting, etc.) to be followed in the hearing shall be agreed upon by the members of the Personnel Committee prior to the hearing.
- F. The decision of the Personnel Committee shall be in writing with a copy to each party involved and a copy to the Executive Director within ten (10) working days from the date of the hearing. THE DECISION OF THE PERSONNEL COMMITTEE IS FINAL.
- G. The Board of Directors shall be notified of any pending grievance proceedings at the next regularly scheduled meeting and shall be notified of the resolution of all such proceedings.

X. REVISION OF POLICIES AND PROCEDURES

- A. Amendments to Policies and Procedures: May be proposed by any volunteer to the Executive Director.
- B. Executive Director will present the proposal to the Executive Committee within the Board of Directors for final approval.
- C. An amendment to the Policies and Procedures will be adopted or denied by two-thirds (2/3rds) vote of the total voting members of the Board of Directors.

APPROVED THIS 8th DAY OF SEPTEMBER, 2014.



Acknowledgement of Policies and Procedures/ Volunteer Job Description

Position: Volunteer Advocate

Reports to: Director of Volunteer Services/Executive Director

Basic Functions: This position is accountable for helping to reduce the trauma a survivor experiences from an attempted or completed sexual assault. The Advocate will provide emotional support and information to survivors, family members and friends. We give emotional support to the survivors to help them understand their choices and select the options that are best for them. We provide information to help a survivor understand sexual assault, police procedures, the sexual assault examination, the legal process, counseling opportunities and other service providers. Position will be supported by Director of Volunteer Services and the Executive Director. Position serves both directly and indirectly our 14 counties of: Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Runnels, Schleicher, Sterling, Sutton, Tom Green.

Specific Responsibilities:

- Provide crisis intervention to survivors, family members and friends.
- Provide information and referral to other agencies as needed.
- Provide accompaniment for survivors to law enforcement agencies, hospital and medical facilities, criminal and court proceedings and other service providers approved by CVRCC.
- Arrive at the hospital within 30 minutes of call.
- Submit statistical information no more than 72 hours after responding to a call.
- Immediately discuss problems experienced with other volunteers, service providers and staff with staff members.
- Act professionally when interacting with survivors, family members, friends, law enforcement personnel, SANE's, district attorneys' office personnel and all other service providers.
- Report immediately if unable to work a shift.

On-Call Hour Schedule:

- Weekday Evenings: 5 pm to 8 am the following day
- Saturday/Sunday: 8 am to 8 am the following day

Requirement/Qualifications:

Complete an application, interview and screening process. Complete 40 hours of training. Successfully complete probationary period. Attend required in-services quarterly. Able to work as a team member. Able to accept supervision. Ability to empathize with others. Good listening skills.

I have read the volunteer job description and been given a copy/reviewed the policies and procedures and I am able to perform the duties assigned.

Signature

Date