




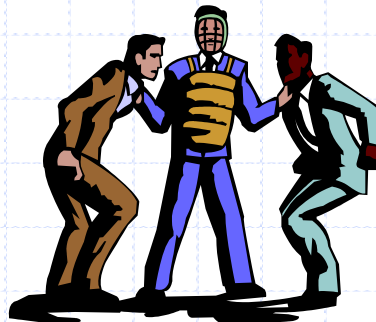
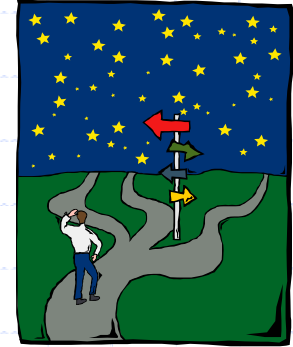
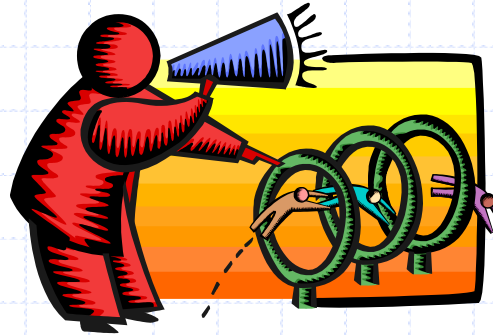
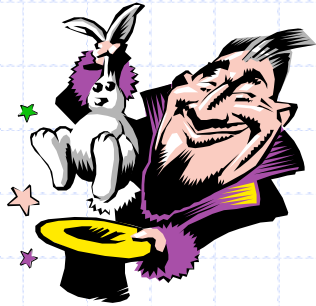
SAN DIEGO FAMILY JUSTICE CENTER

VOLUNTEER ACADEMY ROLE PLAY EXERCISES



INTRODUCTION OF INSTRUCTORS

ROBERT KEETCH, SERGEANT FJC PROJECT MANAGER



CAROLYN WILSON FAMILY JUSTICE CENTER VOLUNTEER COORDINATOR



ROLE PLAY EXERCISE

HOURLY BREAKDOWN

◆ 0800	DYNAMICS OF COMMUNICATION
◆ 0900	OVERVIEW OF VOLUNTEER POSITIONS
◆ 1000	RECEPTION & HOSPITALITY POSITIONS
◆ 1100	INTAKE/INFO-LINE POSITIONS
◆ 1200	LUNCH
◆ 1300	ROLE PLAY EXERCISE
◆ 1400	ROLE PLAY EXERCISE
◆ 1500	VOLUNTEER'S ADMINISTRATIVE PROCESSING

DYNAMICS OF COMMUNICATION



- ◆ Communication self evaluation test
- ◆ How to encourage others to talk
- ◆ Verbal vs. non-verbal communication
- ◆ Positive vs. negative communication
- ◆ Understanding your paradigm
- ◆ Chain communication exercise

OVERVIEW OF VOLUNTEER POSITIONS



- ◆ RECEPTIONIST
- ◆ HOSPITALITY
- ◆ INTAKE
- ◆ INFO-LINE

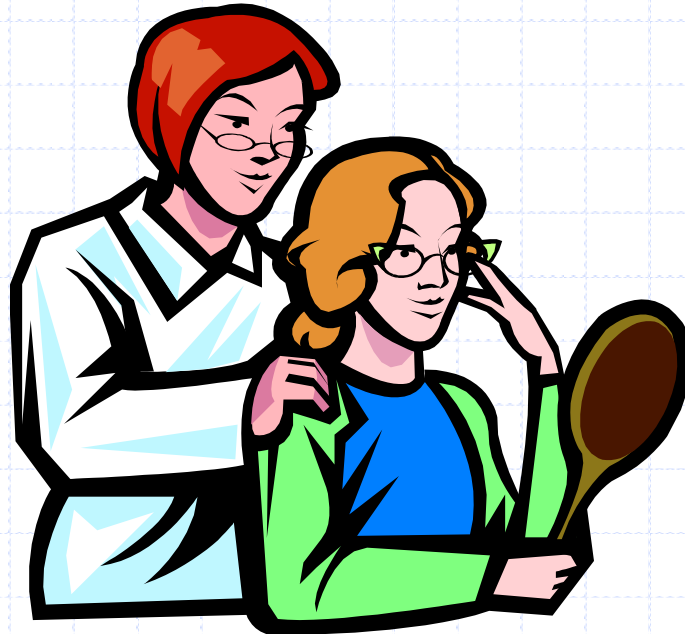
RECEPTIONIST

- ◆ Greet visitors
- ◆ Check in procedures
- ◆ Answering phones
- ◆ Handling mail run
- ◆ Check out procedures



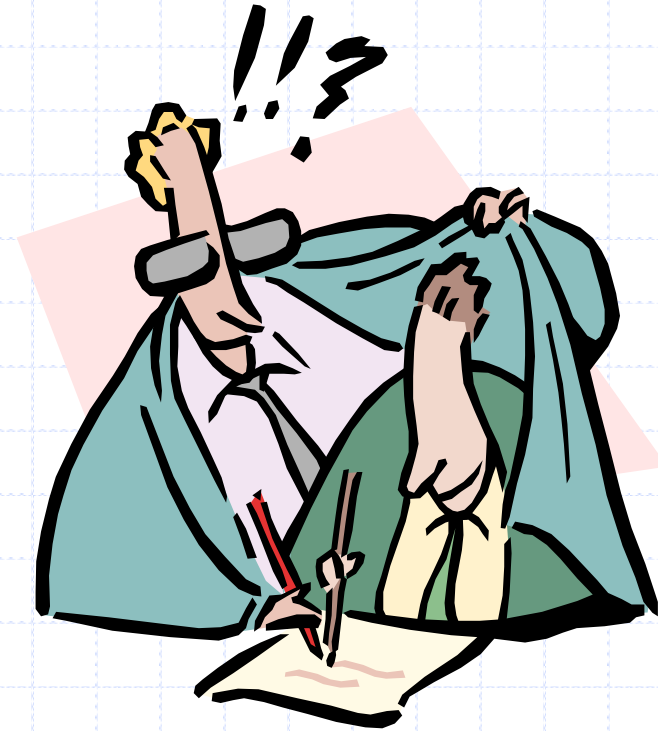
HOSPITALITY

- ◆ Be responsive to victim & family
- ◆ Acquaint victim with site amenities
- ◆ Provide appropriate resources to children



INTAKE

- ◆ Assess the needs of the victim
- ◆ Match needs with site partner
- ◆ Refer to appropriate partner
- ◆ Conduct follow-up assessment
- ◆ Provide visitor survey form



INFO-LINE

- ◆ Assess the need of the caller
- ◆ Provide appropriate information to caller
- ◆ Refer caller to appropriate person, partner or agency



RECEPTIONIST POSITION

INDIVIDUAL REFLECTION



QUESTION

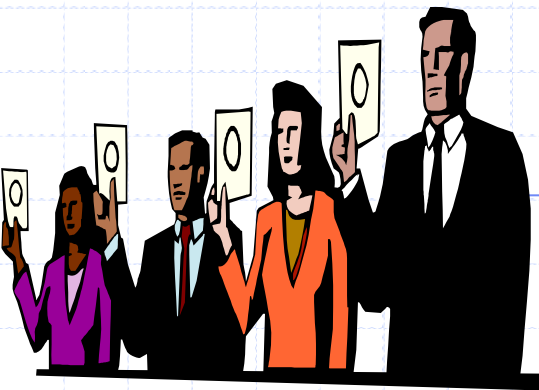
What is your memory of a good receptionist?

QUESTION

What is your memory of a bad receptionist?

RECEPTIONIST POSITION

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

RECEPTIONIST POSITION

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad memories
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

RECEPTIONIST POSITION

LARGE GROUP REVIEW



RECEPTIONIST POSITION

- ◆ What did you learn are the roles of a good receptionist
- ◆ How will you apply what you have learned

HOSPITALITY POSITION

INDIVIDUAL REFLECTION



QUESTION

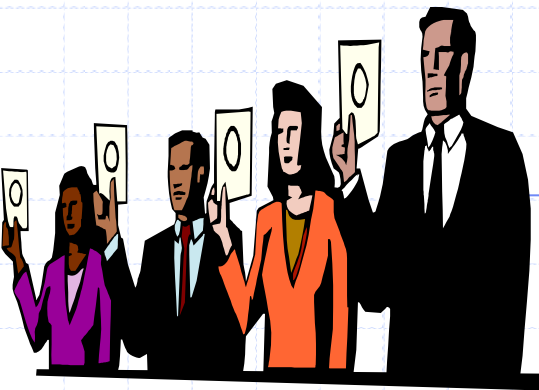
What is your memory of a good hospitality situation?

QUESTION

What is your memory of a bad hospitality situation?

HOSPITALITY POSITION

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

HOSPITALITY POSITION

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad memories
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

HOSPITALITY POSITION

LARGE GROUP REVIEW



HOSPITALITY POSITION

- ◆ What did you learn are the roles of a good hospitality person
- ◆ How will you apply what you have learned

INTAKE SPECIALIST

INDIVIDUAL REFLECTION



QUESTION

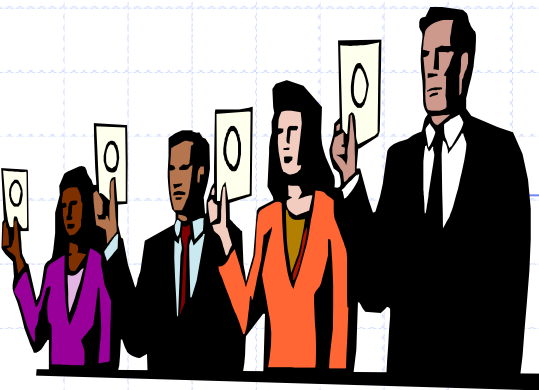
What is your memory of a good interviewer?

QUESTION

What is your memory of a bad interviewer?

INTAKE SPEACIALIST

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

INTAKE SPECIALIST

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad interview
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

INTAKE SPECIALIST

LARGE GROUP REVIEW



INTAKE POSITION

- ◆ What did you learn are the roles of a good Intake Specialist
- ◆ How will you apply what you have learned

INFO-LINE POSITION

INDIVIDUAL REFLECTION



QUESTION

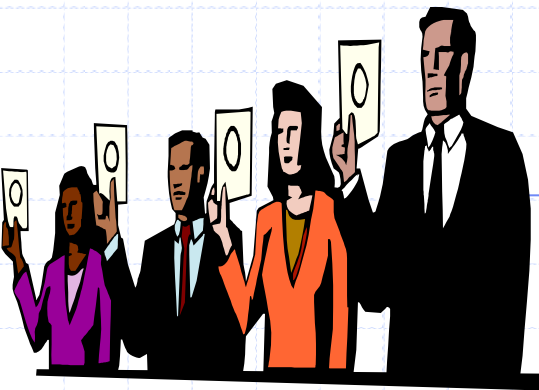
What is your memory of a good phone operator?

QUESTION

What is your memory of a bad phone operator?

INFO-LINE POSITION

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

INFO-LINE POSITION

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad memories
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

INFO-LINE POSITION

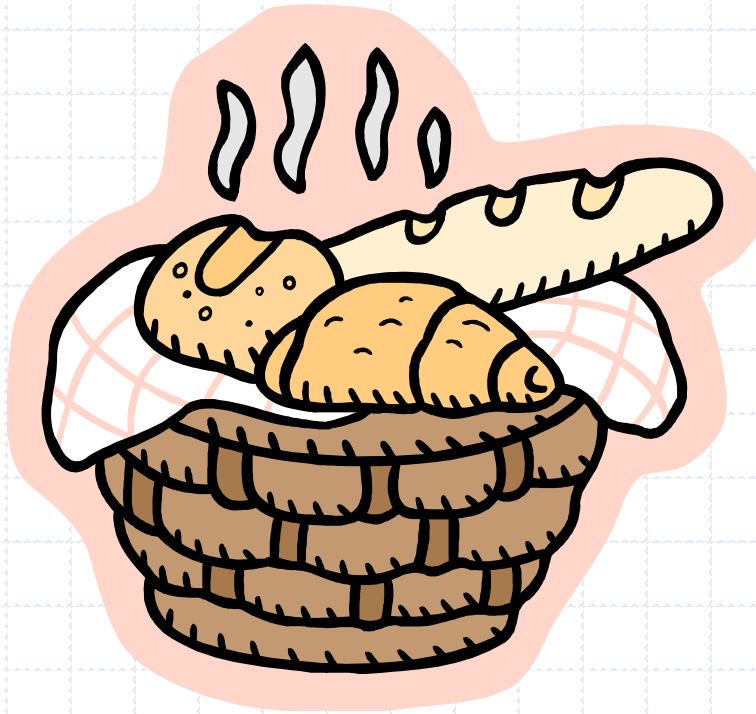
LARGE GROUP REVIEW



INFO-LINE POSITION

- ◆ What did you learn are the roles of a good phone operator
- ◆ How will you apply what you have learned

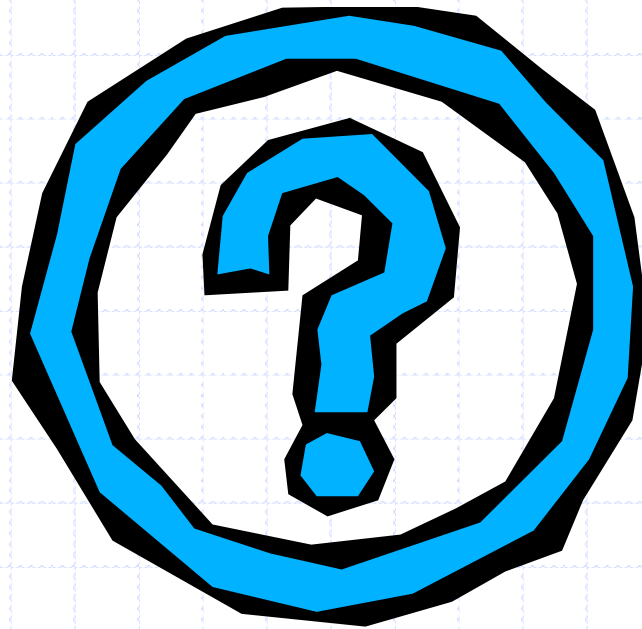
LUNCH



ROLE PLAY EXERCISES

- ◆ RECEPTIONIST POSITION
- ◆ HOSPITALITY POSITION
- ◆ INTAKE POSITION
- ◆ INFO-LINE POSITION

QUESTIONS



ADMINISTRATIVE PROCESSING

- ◆ Work schedule and assignment
- ◆ Break
- ◆ Prepare for graduation

