

Monthly Call with FJC Directors

- Agenda
 - Introductions
 - Volunteers
 - Questions and Answers
 - Questions from Around the Nation
 - Updates from Centers & the Alliance

The last 15 minutes of this call will cover Q&A and Updates

To participate in the call, please dial: 712.775.7200 and guest code: 1090814#

This webinar will be available for download on our Online Resource Library under “Volunteer Programs”



Volunteers

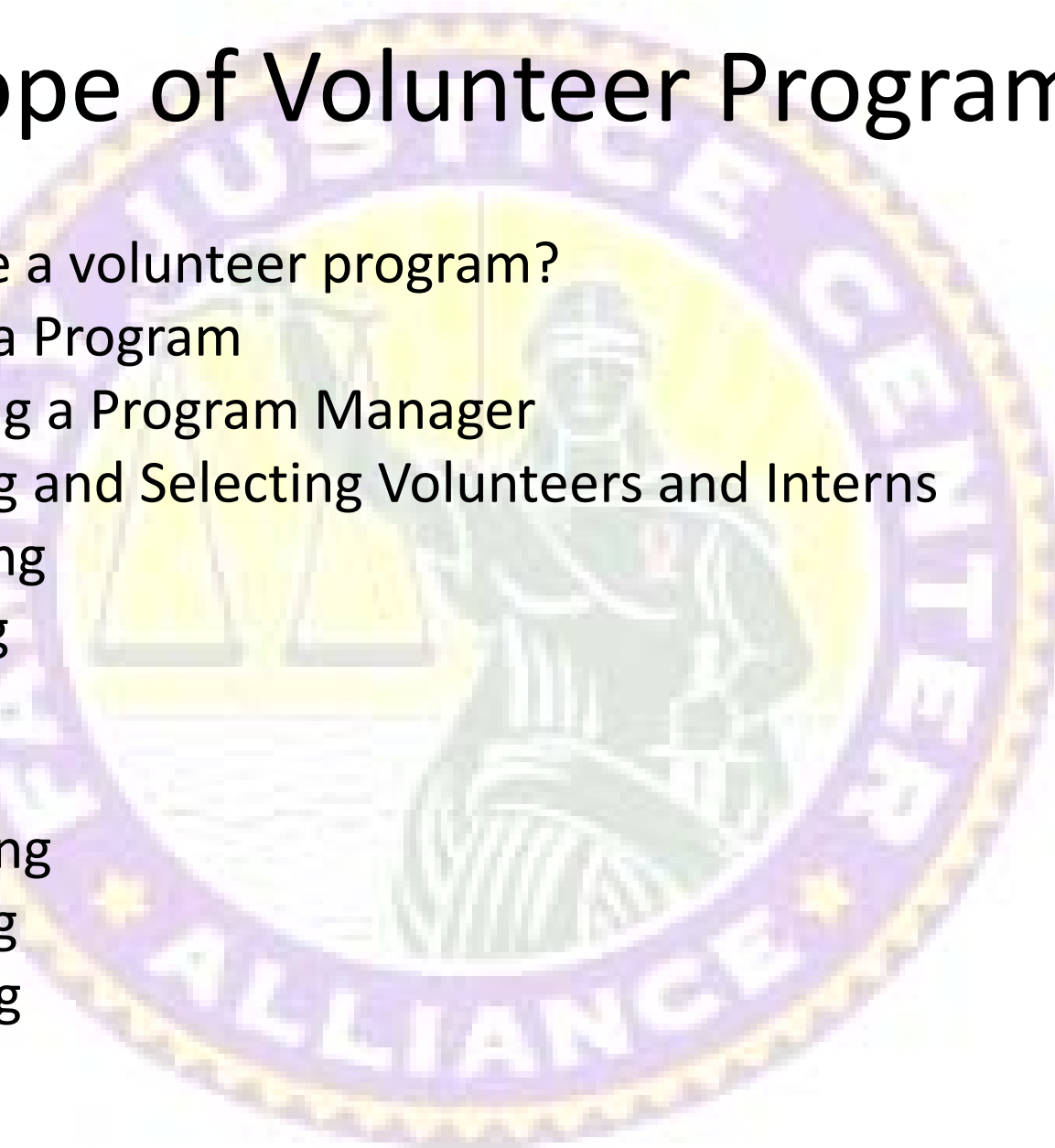
National Family Justice Center Alliance

Monthly Call with FJC Directors

September 2011

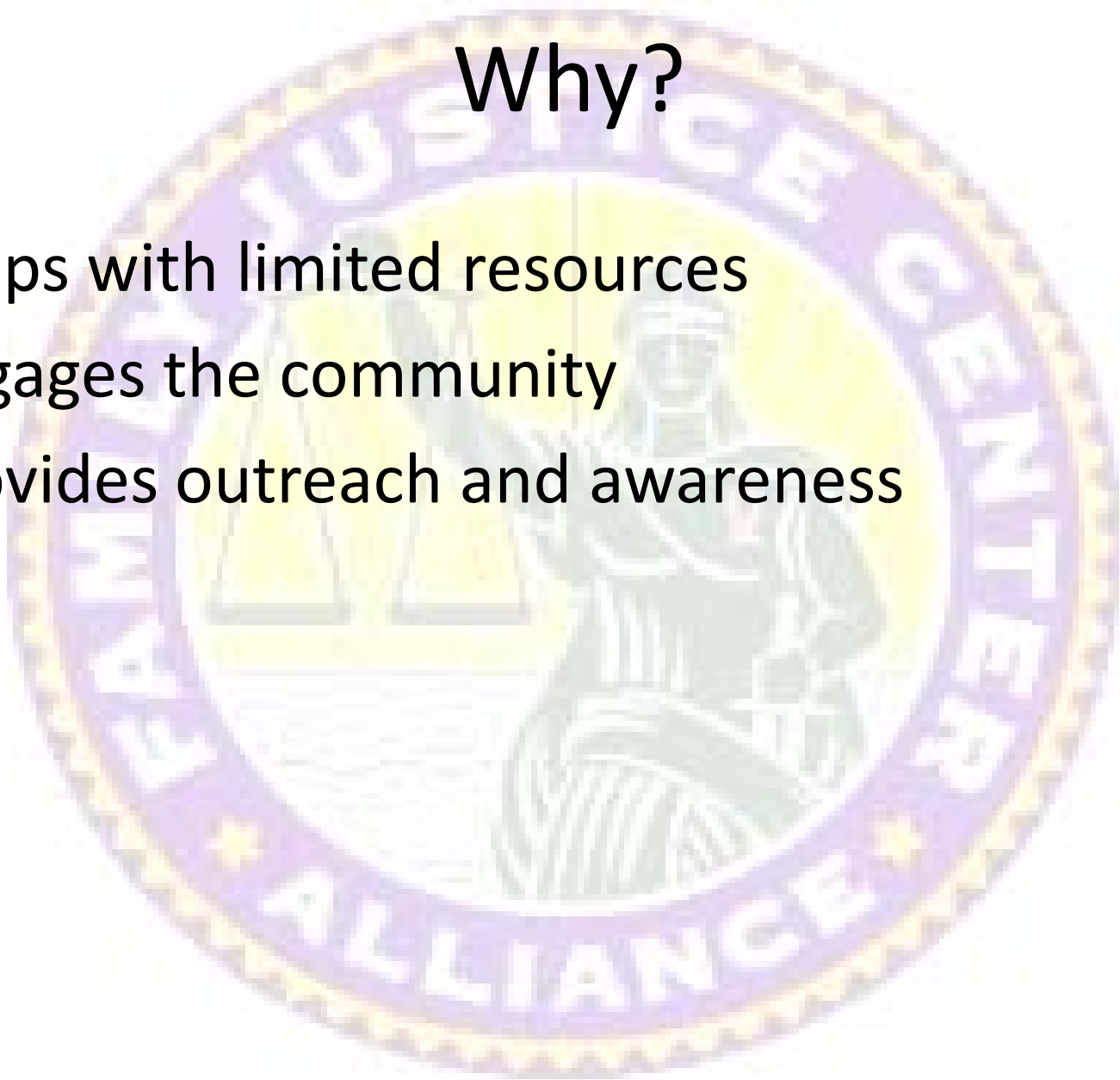
Scope of Volunteer Program

- Why have a volunteer program?
- Creating a Program
- Identifying a Program Manager
- Recruiting and Selecting Volunteers and Interns
- Advertising
- Screening
- Selecting
- Training
- Supervising
- Budgeting
- Evaluating



Why?

- Helps with limited resources
- Engages the community
- Provides outreach and awareness



Creating a Program

- Do you have a volunteer program?
- Did you model your program after another agency's program?
- Is your program run by the FJC or a Community Partner?
- Resource: www.indepentsector.org

Identifying a Program Manager

- Identifying a dynamic volunteer program manager is key
- The program manager should possess the following characteristics:
 - Leadership
 - Problem-solving
 - Good interpersonal skills
 - Experience
 - Fearlessness
 - Good communication skills
 - PATIENCE
 - Team player
 - Loyalty

Recruiting

- Recruiting volunteers can be on a regularly scheduled basis: semester, seasonal, etc.
- How often do you recruit volunteers?
- What is the average volunteer commitment?
 - 3 months?
 - 6 months?
 - 9 months?

Recruiting Continued

- Recruitment starts with identifying and defining all volunteer positions you need:
 - Intake
 - Answering phones
 - Greeting clients
 - Supervising children
 - Special events
 - Administrative support
- What positions or responsibilities do your volunteers fulfill?

Advertising

- What mediums do you use to advertise volunteer positions?
 - Craigslist?
 - Facebook?
 - Your website?
 - Idealist?
 - Fairs?
 - In-person community outreach?

Screening & Selecting

- It is important to be selective when screening volunteers
- Do you have a screening process established?
- Do you conduct background checks on volunteers?
- Do you have an application process?

Training

- Training is the only way to prepare volunteers to work at an FJC
- The volunteer curriculum should have a set design to be reused every time
- Key staff and Community Partners should be engaged in the training
- A dynamic group of instructors should train the volunteers

Training Continued

- Program Length & Curriculum
 - How long is your volunteer academy?
 - What type of content is taught at the academy?
 - DV dynamics
 - DV and Elder Abuse laws and investigation
 - Identification of primary aggressor
 - DV prosecution and DV court
 - Criminal and civil protective orders
 - Elder abuse dynamics and advocacy services
 - Assessing danger and safety planning
 - Identification of DV injuries and strangulation
 - Community Partners and on-site services
 - Vicarious trauma and professional boundaries
 - VOICES
 - Other?
 - Are other volunteers and interns (from CP agencies) invited to attend? Anyone else invited to attend?
 - How do you make the academy interesting and engaging?
 - What type of hands-on exercises do you practice with volunteers at the academy?

Training Continued

- Program Length and Curriculum Ct'd.
 - How frequently do you hold volunteer academies?
 - What times of day do you hold the academies?
 - What do you do if volunteers can't make the training?
 - What type of materials do you provide?

Training Continued

- It is important to provide a valuable and memorable experience for volunteers
- Do you hold a graduation ceremony?
 - What is involved in the ceremony?



Supervising

- How do you recognize your volunteers?
 - Providing some sort of recognition is the best way to retain volunteers
 - Awards
 - Letter of Certificate
 - FOOD
 - Monthly acknowledgements
 - Annual Volunteer Appreciation
 - Gifts

Budgeting

- As your Center grows, you will need more volunteers and more paid staff to manage the volunteers
- Do you have a budget for the volunteer program?
- Have you submitted a grant to pay for the volunteer program?
- Do you have additional staff that manage the volunteer program?
 - Administrator
 - Coordinator
 - Supervisors

Evaluating

- It is critical to constantly evaluate your volunteer program for grant and program enhancement purposes
 - Stats
 - What are you doing well?
 - What can you do better?
- What type of evaluation do you conduct?
 - Surveys
 - Evaluation forms
 - Interviews with volunteers

Resources

- Would you like to share any resources with us?



Volunteer Questions or Suggestions?

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Questions from Around the Nation

- If a victim contacts you by email, what is the protocol for responding by email?
- Have you received funding from Verizon Wireless or the Foundation – or from any other source - for forensic interview equipment for detectives to interview victims and children who witnessed the incident?
- Have you had any cases or incidents in which clients and/or their abusers have had issues at the airport related to restraining orders?
- How do you count new and returning clients? How often do you report these numbers?

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Thank You

