



VOLUNTEER HANDBOOK

Revision 2022

MISSION

To Support Survivors of Domestic Violence, Sexual Assault, and stalking through advocacy, counseling, and shelter services in a space designed for healing and hope.

Vision

The Jefferson City Rape & Abuse Crisis Service will be the premier resource for Central Missouri affecting community change in response to interpersonal violence so that all women, men, and children are able to live free and without fear in communities that support and strengthen safety and justice for all.

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Welcome to our Team!

Welcome to the Rape and Abuse Crisis Service or RACS! We are so thankful you have taken the time to help us provide survivors an opportunity for healing and hope. You are a key part in helping us to continue to serve survivors of Domestic Violence, Sexual Assault, and Stalking.

RACS was first established in 1980 as a Domestic Violence and Sexual Assault hotline, which was run by volunteers. Over the years, the roles of volunteers has changed, but they are still just as important today!

This handbook will provide you with information regarding the application process as well as all of the volunteer opportunities available at RACS.

Thank you again, and we look forward to working with you in the future.

Yours in Service,

Angela Hirsch
Executive Director



Primary Contacts

Primary Volunteer Contact: Victoria McBride, Director of Outreach and Advocacy

Email: Victoria@racsjc.org

Phone Number: 573-634-8346 Ext. 113

Intern Primary Contact: Chris Sooter, Director of Clinical Services

Email: Chris@racsjc.org

Phone Number: 573-634-8346 Ext. 104

Group Therapy Babysitting Contact: Anita Pinson, Counselor

Email: Anita@racsjc.org

Phone Number: 573-634-8346 Ext. 110

Monday Meeting Babysitting Contact: Teddi Hoover

Email: Teddi@racsjc.org

Phone Number: 573-634-4911

Grocery Pickup Contact: Haley Moeller

Email: Haley@racsjc.org

Phone Number: 573-634-8346 Ext. 116

RACS Contact Information

Email: Racs@racsjc.org

Website: www.racsjc.org

24-Hour Hotline: 800-303-0013 or 573-634-8346

Volunteer Application Process

RACS places the safety and security of survivors above all else. To ensure volunteers meet this level of safety, we require an application process and background check to be completed by all volunteers.

Volunteer Application Process

- Completed the Volunteer Application
- Complete the background check information form (background check cost will be covered by RACS)
- Complete the Media Release Form
- Volunteer Handbook Receipt and Acknowledgement Form
- Confidentiality Agreement Form
- Release of Information Form
- Register and login to the United Way “Volunteer Connection” volunteer platform

Please return the completed documents through mail or email to:

Email: Victoria@racsjc.org
Mail: Volunteer Coordination
PO BOX 416
Jefferson City, MO 65102

For questions please contact the Director of Outreach and Advocacy.

Volunteer Training

Some RACS volunteer opportunities require additional training, these virtual and in-person trainings will be provided free of charge by the Missouri Coalition Against Domestic and Sexual Violence (MOCADSV) online training platform “Coalition Manager” and RACS. The level of training required depends on the type of volunteer work you are wanting to do. Please see the “Volunteer Opportunities” section for more information about the training requirements for each volunteer opportunity.

Coalition Manager Link: <https://mocadsv.coalitionmanager.org/Account/Login>



Coalition Login

Contact the Outreach Coordinator to begin training after the volunteer application process is complete.

United Way “Volunteer Connection” Volunteer Portal

The “Volunteer Connection” platform, sponsored by the United Way provides RACS volunteers an easy way to view and respond to RACS needs and opportunities.

To register on the site use this link: <https://unitedwaycemo.galaxydigital.com/user/register/> or you can use the QR Codes found below.



[Registration Page](#)



[RACS Needs](#)

View the RACS volunteer opportunities and click “respond” to sign up for the opportunity. An email notification will be sent to RACS staff letting them know you have agreed to help RACS with a specific need.

NOTE: To respond to a need, a volunteer must complete the New Volunteer application process and background check.

For questions or trouble shooting the Volunteer Connection platform, please contact the Director of Outreach and Advocacy for assistance.

Volunteer Guidelines

1. Abide by RACS Confidential Policies according to the Confidentiality Agreement.
2. Be Respectful and Sympathetic to guest situations.
3. RACS volunteers and staff are mandated reporters. If you see something that needs to be reported let the Director of Outreach and Advocacy know and they will advise you on how to proceed.
4. When representing RACS, act, and dress professionally.
5. Be sure to sign in and out each time you volunteer for RACS, if you are at a speaking event for RACS, let the Director of Outreach and Advocacy know the time you arrived and the time you leave so the time can be tracked and counted.

- a. Sign-in Procedure
 - i. Just inside the door of the Shelter Advocate office is the Volunteer Sign-In Sheet. Please Sign in each time you volunteer for RACS. This provides us with an accurate count of volunteers for our funders. The following information is requested at sign in:
 1. First and Last Name
 2. Date
 3. Time you Arrived
 4. Time you Left
 5. Total number of hours in 15 minute increments
 6. The Volunteer Activity Completed
 - ii. Note, if you volunteer for RACS in the community, please email the above information to the Director of Outreach and Advocacy or the Director of Outreach and Advocacy.

Volunteer Opportunities

Here is a list of current RACS needs and volunteer opportunities. RACS needs and opportunities will change as we identify more meaningful ways for community members to get involved with our organization. Follow us on “Volunteer Connect” to stay up-to-date with RACS.

Grocery Shopping: Requires no training. An individual who is wanting to be a grocery shopper for RACS will be called on Tuesdays and given the list of items needed. RACS uses a Save-A-Lot grocery store. When checking out, explain that the items are for RACS, and they will send RACS the bill for the cost of the items.

Helping sort and organize donations: Requires no training. A volunteer who is helping to sort and organize donations will be given a call when RACS is made aware of a large donation that is coming in. The volunteer will then help inventory, sort, and organize the incoming donations.

Fundraising/ Events: Requires no training. When RACS puts on events, we need volunteers to help work them. It could be helping set up, clean up, or working the check-in booths.

Speakers’ Bureau: Give Presentations about RACS: This requires 1-2 hours of training: RACS 101 and shadowing staff members. Will work very closely with the Director of Outreach and Advocacy, and must be knowledgeable of RACS and the services provided. Volunteers who want to do this will be speaking at events, back-to-school fairs, and presenting for RACS when needed.

Babysitting: Requires 1-2 hours of training, this would be the RACS 101. Babysitters are needed at the shelter for a variety of meetings, classes, and group therapy. All babysitting “shifts” can be found on the “Volunteer Connect” website.

RACS Board of Directors and Board Committees: RACS is always seeking community members with a heart of service who are interested in serving as RACS Board Members or Board Committees.

Board Committees

- Awareness Committee
- Building and Maintenance Committee
- Finance Committee
- Fundraising Committee
- Planning and Oversight Committee
- Nominating and Personal Committee

Answering Hotlines (4 hours at a time): This requires 45 hours of virtual and in-person training:

<i>Hotline Training 101</i>	2 hours
<i>Mock Hotlines</i>	2 hours
<i>Confidentiality for DV & SV Service Providers:</i>	10 hours
<i>Vicarious Trauma & Strategies for self-care:</i>	1 hour
<i>SV101 Understanding & Responding to Sexual Violence:</i>	6 hours
<i>Crisis Intervention, Safety Planning, and Hotline:</i>	6 hours
<i>DV101 Understanding & Responding to Domestic Violence:</i>	6 hours
<i>Ethical Crossroads: Which way do I go?</i>	1.5 hours
<i>Training at the Shelter:</i>	10.5 hours

RACS will work with your schedule to ensure you have the time to dedicate to survivors. During your selected time, the RACS hotline will be forwarded to your designated phone number. RACS training will provide you with all of the skills needed to ensure you are confident in providing survivors with empathy and understanding. Answering hotlines will give you an opportunity to work directly with survivors and provide hope.

Shelter Support, filling in for Shelter Advocates: Providing shelter support to assist survivors with their day to day needs during their healing process. This opportunity requires the prerequisite training to answer hotlines, 6 months of assisting with hotlines (approximately 40 hours), and shadowing a shelter advocate for 40 hours in shelter. Your assistance will help RACS ensure services are available to survivors even when our staff experience illness or an emergency.

<i>6 Months of Answering Hotlines</i>	Approximately 40 hours
<i>Shelter Advocate Shadowing</i>	40 hours

Hospital Advocacy: This opportunity provides you with an opportunity to be “boots on the ground” for survivors who are in the hospital due to a domestic violence or sexual assault. You will provide survivors with the resources and hope needed during when it is needed the most. This opportunity requires the training prerequisite to answer hotlines, 6 months of assisting with hotlines (approximately 40 hours), and an 8 hour in person hospital advocacy training.

<i>6 Months of Answering Hotlines</i>	Approximately 40 hours
<i>In-Person Hospital Advocacy Training</i>	8 hours

Internships with RACS

Undergraduate Internships

Interns who are currently seeking bachelor’s degrees in a related field are eligible for the RACS Undergraduate Internship.

The RACS Undergraduate Internship will provide students an opportunity to work directly with RACS staff to learn about working in the nonprofit industry, grants, providing survivor services, community awareness, and operating a dual purpose shelter.

Undergraduate level interns will:

- Shadow Shelter Advocates
- Shadow Outreach Advocates
- Shadow the Director of Shelter Services
- Shadow the Director of Outreach and Advocacy

Graduate Degree Internships

Graduate level interns’ schedules can be flexible to accommodate the intern’s needs. Most hours will be completed during business hours Monday through Friday and Thursday evenings during the domestic violence support group.

Graduate level interns will:

- Conduct individual counseling sessions with survivors
- Participate in and conduct group therapy sessions with adults
- Participate in and conduct group therapy sessions with children
- Follow trauma-informed practices especially’ regarding confidentiality

- Be professional
- Be punctual and respectful of client's time
- Fill out the volunteer application and confidentiality agreement at beginning of the internship.
- Complete proper paperwork: notes, treatment plans, surveys, keep track of hours
- Attend weekly supervision meetings
- Attend applicable training both formal and informal, on-site and off-site.
- Attend applicable agency meetings: staff meetings, department meetings, family conferencing meetings

RACS will:

- Provide office space, clients, and supervision
- Provide training
- Provide open door policy with the counseling department to answer all questions and to be available as intern needs
- Provide a professional and friendly atmosphere to facilitate learning and professional growth.