



VOLUNTEER HANDBOOK

Revision: April 2023

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.

The RACS Volunteer application can be accessed through the racsjc.org website under the “Get Involved” tab. Complete the application and click “Submit”. Adobe will ask for you to verify your email address to sign your application. Your application will then be reviewed by RACS staff. Staff will contact you once the review process is complete to provide you with the link to register for RACS Volunteer Orientation.

Applications can also be mailed or emailed upon request by calling 573-634-8346.

Volunteer Application

- 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

If you completed the documents through mail or email. Please submit them to the following for processing:

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

For questions please contact the Director of Outreach and Advocacy.

Volunteer Training

Every Volunteer must complete the 1.5 hour **RACS Volunteer Orientation**. RACS Volunteer Orientation is held every second Tuesday of the month at 5:30 pm. Orientation includes a tour, volunteer sign-in tutorial, and a short presentation about RACS and our mission to help survivors. You can register for your Orientation using the link below.

https://unitedwaycemo.galaxydigital.com/need/detail/?need_id=767739

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

RACS uses Volunteer Connect to provide volunteers an opportunity to see current volunteer needs, sign up to volunteer, and track volunteer hours. Tracking volunteer hours is important to RACS funding by counting for in-kind contributions. Volunteer Hours are just like donating money to RACS! This means the more volunteers we have, the more cost free services go to survivors in need.

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](#)



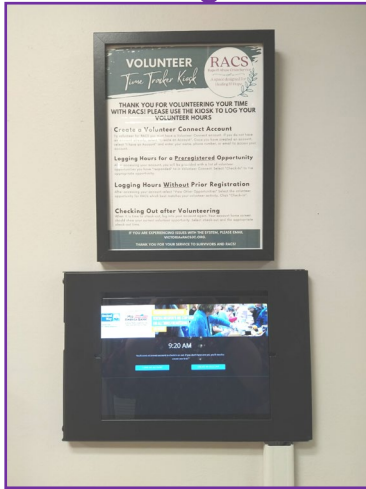
[RACS Needs](#)

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 Sign-In Process



- a. Sign-in Kiosk
 - i. The Volunteer Sign-In Kiosk is on the right just past the waiting area.
 - ii. The sign above the kiosk will provide you step by step instructions for how to create a Volunteer Connect profile, how to sign up for a volunteer opportunity, and how to sign in for a volunteer opportunity.
 - iii. For questions regarding the kiosk please email Victoria@racsjc.org

- b. Sign-in using your smart phone.
 - i. Cause Connect by Galaxy Digital can be found in the Google Play Store and the Apple App Store for free download.
 - ii. Log-in to your Volunteer Connect account on Cause Connect to easily sign up for volunteer opportunities and check-in and out of opportunities and skip the kiosk.
 - iii. Cause Connect will also send you reminders when you have signed up for a volunteer opportunity.

Volunteer Expectations and Guidelines

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.

6. If you sign up for a volunteer opportunity, it is imperative that you show up. Survivors and RACS are depending on you!
 - a. **Babysitting:** When you sign up for babysitting please arrive to the shelter 10-15 minutes before your scheduled shift. This will give participants a chance to drop off their littles before the class/meeting. If there are no children 10 minutes after the scheduled start time, you are free to go. Your volunteerism makes attending RACS programs possible for survivors. Because of the importance of babysitting, if you are late or no call/ no show for babysitting you may be asked to explore other volunteer opportunities with RACS.
 - b. If you need to cancel your sign-up time within 24 hours of the event, please text or call Victoria and the Program Contact as soon as possible so that we can find a replacement.
 1. **Primary Volunteer Contact:** Victoria McBride, Director of Outreach and Advocacy
Email: Victoria@racsjc.org
Cell: 573-920-0332
 2. **Thursday Group Therapy Babysitting Contact:** Anita Pinson, Counselor
Email: Anita@racsjc.org
Cell: 573-480-4225
 3. **Monday Meeting Babysitting Contact:** Teddi Hoover
Email: Teddi@racsjc.org
Phone Number: 573-634-4911

Volunteer Supervision & Appreciation

RACS volunteers are supervised by the Director of Outreach and Advocacy. For questions regarding volunteerism please contact Victoria@racsjc.org or 573-634-8346 and request to speak with Victoria.

While we try to limit the amount of emails and messages, RACS will reach out to volunteers if there is a need which a volunteer has yet to sign-up for in Volunteer Connect. RACS encourages volunteers to sign up for opportunities in advance. Signing up in advance for volunteer needs allows staff to focus on crisis intervention and survivors in need and less on finding volunteers to help with a particular need.

RACS would not be able to meet the need of survivors without the selfless dedication of volunteers. RACS will ensure every volunteer has meaningful opportunities to serve and be appreciated for their time and contribution. RACS will honor volunteers throughout the year.

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 the completion of RACS Volunteer Orientation.

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 Volunteer Orientation and shadowing staff members. Will work 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.

Childcare: Requires the completion of Volunteer Orientation. 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. There are times when babysitters are not needed, because of the lack of parents participating in the planned activity. However, RACS always wants to ensure childcare is available just in case a parent with small children attend the activity. RACS will attempt to notify volunteers as soon as possible if there is a cancelation or if babysitters are not needed, but due to the nature of emergency crisis work, this is not always possible. In those cases, if no children show up in the first 10 minutes of the start time of an activity, volunteers are free to go.

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.

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

Volunteer Dismissal

RACS values our volunteer greatly, however, there are times when RACS may need to ask a volunteer to select a different volunteer opportunity, step away from volunteering for a period of time, or dismiss a volunteer. RACS places serving survivors and effectively running the 24/7 emergency shelter above all else.

Behaviors which will result in immediate volunteer dismissal

- a. Behaviors which cause others to be in danger are cause for dismissal from RACS volunteerism permanently. These behaviors include, but are not limited to;
 - a. Breach of Confidentiality. RACS Volunteers must keep RACS location and guest/client information confidential.

- b. Reporting to RACS property under the influence of and/or in the possession of intoxicating substances. To include; alcohol, illegal drugs, and marijuana.
- c. Physically or emotionally abusive behavior or language to RACS guests/clients/staff. RACS has a zero tolerance policy for disrespectful speech or actions. RACS is a place of healing and hope for all.
- d. An arrest involving domestic violence, sexual assault, child abuse/neglect, child sexual abuse, child molestation, etc.
- e. Stealing from RACS guests/clients/staff/facility.

Behaviors which will result in a written discussion

- a. Behaviors which disrupt RACS ability to emergency shelter and services to survivors. Volunteers receiving 3 write ups within a calendar year, will be requested to refrain from volunteering for RACS for one year. Included but not limited to;
 - a. Rude or demeaning behavior or language to RACS guests/clients/staff
 - b. Judgmental comments to guests/clients.
 - c. Being frequently late to a volunteer opportunities.
 - d. Being disrespectful to RACS property.

Internships with RACS

Undergraduate Internships

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

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.