



# RACS Volunteer Opportunity Descriptions

## 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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## OPPORTUNITY TITLE: Childcare Volunteer

**OPPORTUNITY SUMMARY:** RACS volunteers provide childcare for survivors to attend group therapy and other beneficial activities to rebuild their lives after abuse. RACS needs at least 2 volunteers 2-3 nights a week from 5:00 pm – 7:00 pm. Childcare volunteers must pass a background check.

**LOCATION:** RACS Administrative Offices

**SUPERVISED BY:** RACS Counselor and Director of Outreach & Advocacy

**SUPERVISES:** Children

### **RESPONSIBILITIES:**

- Arrive 10-15 minutes prior to the start of the RACS activity to provide families time to check their child in and check-in to the volunteer opportunity.
- Each childcare opportunity requires 2 adults to be present at all times.
- Report any issues to the parent and RACS staff.
- Prior to leaving, wipe down any surfaces or toys as needed and pick up the area. Notify staff if the playroom requires additional attention.
- Sign-out of the volunteer opportunity.

### **SKILLS AND ABILITIES:**

Skill in:

- Patience and understanding with children who have experienced trauma due to abuse.
- Punctuality
- Providing childcare

Ability to:

- Pass a MSHP Criminal Background Check;
- Contact the Director of Outreach and Advocacy within 24 hours of the event, if you are unable to provide childcare of the date you signed up for. This will give RACS the opportunity to find a replacement;
- Understand the vision and values of RACS and to implement the mission, purpose, and goals;
- Be aware of and comply with the RACS Volunteer Handbook, upholding organization values and client confidentiality;
- Communicate effectively with RACS Guests/Clients/Staff;
- Maintain a high level of confidentiality;
- Deal effectively with diverse groups;
- Deal with confrontation in a constructive manner.

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:**

Childcare volunteer opportunities take place in the RACS playroom or playground, weather permitting.

### **TRAINING REQUIRED:**

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*RACS Volunteer Orientation*

1.5 hours

In-Person

## OPPORTUNITY TITLE: Garden Volunteer

**OPPORTUNITY SUMMARY:** RACS provides cost free, trauma informed counseling to guests in shelter and survivors in our service area. Counselors use a variety of counseling techniques, including garden therapy in our green house. Volunteers assist with planning, planting, watering, and harvest to ensure our guests have fresh foods and garden therapy options.

**LOCATION:** RACS Administrative Offices

**SUPERVISED BY:** RACS Counselor and Director of Outreach & Advocacy

**SUPERVISES:** None

### **RESPONSIBILITIES:**

- Coordinate with RACS Counselor and other garden volunteers to determine garden program needs.
- Participate in the “as needed” watering schedule and water the plants as needed.
- Regularly check in on the garden and greenhouse to see what plants need tending.

### **SKILLS AND ABILITIES:**

Skill in:

- Gardening or interest in gardening;
- Empathizing and developing relationships with clients;
- Cooperative conflict resolution;

Ability to:

- Understand the vision and values of RACS and to implement the mission, purpose, and goals;
- Be aware of and comply with the RACS Volunteer Handbook, upholding organization values and client confidentiality;
- Communicate effectively with RACS Guests/Clients/Staff;
- Maintain a high level of confidentiality;
- Deal effectively with diverse groups;
- Deal with confrontation in a constructive manner;
- Maintain professional attitude, appearance, language, and mannerisms.

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:**

Work is generally performed in a greenhouse and outdoors. Clothing may become soiled or wet. Garden volunteers will only be asked to do what is in their own physical ability. Volunteers will communicate their physical limitations as needed to ensure safety.

### **TRAINING REQUIRED:**

<i>RACS Volunteer Orientation</i>	1.5 hours	In-Person
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## OPPORTUNITY TITLE: Grocery Pick up Volunteer

**OPPORTUNITY SUMMARY:** RACS provides nutritional food and snacks to families in emergency shelter. Grocery pick up volunteers pick up the RACS food order at Hy-Vee (3721 W Truman Blvd, Jefferson City) on Wednesdays at 1:00 pm and deliver them to the RACS Administrative Offices. This opportunity takes approximately 30 minutes.

**LOCATION:** RACS Administrative Offices

**SUPERVISED BY:** Senior Shelter Advocate and Director of Outreach & Advocacy

**SUPERVISES:** None

### **RESPONSIBILITIES:**

- Sign up to pick up groceries on Volunteer Connect.
- Prior to pick up, check your email to see if the grocery order has been canceled. Email will be from RACS staff or Volunteer Connect.
- Pick up the Grocery Order for Gwendolyn Jennings and deliver the order to RACS Administrative Offices.
- RACS staff will help unload the volunteer vehicle.
- Log volunteer hours on the Cause Connect app or the Volunteer Connect Kiosk.

### **SKILLS AND ABILITIES:**

Skill in:

- Driving;

Ability to:

- Understand the vision and values of RACS and to implement the mission, purpose, and goals;
- Be aware of and comply with the RACS Volunteer Handbook, upholding organization values and client confidentiality;
- Communicate effectively with RACS Guests/Clients/Staff;
- Maintain a high level of confidentiality;
- Drive a vehicle in the State of Missouri;
- Use Volunteer Connect to sign up and log volunteer hours.

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:**

Grocery pick up is done in the volunteer vehicle. RACS is not responsible volunteer vehicle maintenance or accidents.

### **TRAINING REQUIRED:**

<i>RACS Volunteer Orientation</i>	1.5 hours	In-Person
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## **VOLUNTEER OPPORTUNITY: Hospital Advocacy**

**JOB SUMMARY:** Hospital advocate volunteers provide support and resources to survivors who are in the hospital due to physical or sexual abuse. Volunteers help explain the Sexual Assault Forensic Exam (SAFE) process and provide survivors with the information and resources needed during crisis intervention.

**JOB STATION:** Remote

**SUPERVISES:** None

**SUPERVISED BY:** Director of Outreach and Advocacy

### **MAJOR DUTIES & RESPONSIBILITIES:**

1. Answer calls from RACS during the time you requested to be “on call” for hospital advocacy.
2. Arrive at the hospital within 30 minutes of receiving the call for advocacy.
3. Ensure you have RACS brochures, safety planning information, RACS Hotline phone number (for shelter screening), and local resource information prior to arriving at the hospital.
4. Ensure the Advocacy Report is completed and submitted to the Director of Outreach and Advocacy within 12 hours of providing hospital advocacy.
5. Service Knowledge – Responsible for maintaining knowledge of programs delivered by RACS staff.
6. Responsible for knowing and abiding by all policies and procedures according to the Volunteer Handbook.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of:

- Domestic Violence, Sexual Assault and stalking programs, services and initiatives;
- Diverse cultures/lifestyles and problems of interpersonal violence in the community;

Skill In:

- Empathizing and developing relationships with clients;
- Reflective listening;
- Stating points clearly and effectively;
- Cooperative conflict resolution;
- Oral and written communication;
- Expressing ideas, concepts and plans effectively, both in oral and written form;

Ability to:

- Establish and maintain mutually respectful relationships with families and RACS staff;
- Manage stress, utilize time effectively, and work independently;
- Maintain high level of confidentiality;
- Deal effectively with diverse groups;
- Implement concepts learned from training.

**Work Environment and Physical Requirements:**

Hospital advocates provide resources and options to survivors currently in the hospital due to domestic violence or sexual assault. Calls for hospital advocacy happen 24 hours a day 7 days a week. Volunteers provide times they can be “on call” to assist a survivor in need.

**Required Training:**

<i>RACS Volunteer Orientation</i>	1.5 hours	In-Person
<i>Hotline Training 101</i>	2 hours	In-Person
<i>Mock Hotlines</i>	2 hours	Virtual
<i>Confidentiality for DV &amp; SV Service Providers:</i>	10 hours	Virtual
<i>Vicarious Trauma &amp; Strategies for self-care:</i>	1 hour	Virtual
<i>SV101 Understanding &amp; Responding to Sexual Violence:</i>	6 hours	Virtual
<i>Crisis Intervention, Safety Planning, and Hotline:</i>	6 hours	Virtual
<i>DV101 Understanding &amp; Responding to Domestic Violence:</i>	6 hours	Virtual
<i>Ethical Crossroads: Which way do I go?</i>	1.5 hours	Virtual
<i>Hospital Advocacy Training</i>	8 hours	In-Person

## **VOLUNTEER OPPORTUNITY: Hotline Advocacy**

**OPPORTUNITY SUMMARY:** RACS hotline volunteers assist staff with answering the 24-hour hotline. Volunteers are provided with the training needed to provide over-the-phone crisis intervention to hotline callers.

**JOB STATION:** After completing all in-person training, this opportunity can be completed at home.

**SUPERVISES:** None

**SUPERVISED BY:** Senior Shelter Advocate and Director of Outreach and Advocacy

### **MAJOR DUTIES & RESPONSIBILITIES:**

7. Answer calls from RACS Staff and Hotline during the time you requested to be “on call” for Hotline advocacy.
8. Ensure you have a quiet location free from distractions to take hotline calls. Ask family and friends to not disturb you while you are on a hotline.
9. Ensure you have RACS brochures, safety planning information, and resources to assist with over-the-phone crisis intervention.
10. Ensure the Hotline Report is completed and submitted to the Director of Outreach and Advocacy within 12 hours of providing hotline advocacy.
11. Once an advocacy report has been completed, destroy all confidential notes and materials. Ensure all calls are confidential.
12. Service Knowledge – Responsible for maintaining knowledge of programs delivered by RACS staff.
13. Responsible for knowing and abiding by all policies and procedures according to the Volunteer Handbook.
14. If a Hotline Caller is seeking shelter, collect pertinent information for the shelter advocate current on duty. Call the shelter advocate on duty for assistance.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of:

- Domestic Violence, Sexual Assault and stalking programs, services and initiatives;
- Diverse cultures/lifestyles and problems of interpersonal violence in the community;

Skill In:

- Empathizing and developing relationships with clients;
- Reflective listening;
- Stating points clearly and effectively;
- Cooperative conflict resolution;
- Oral and written communication;
- Expressing ideas, concepts and plans effectively, both in oral and written form;

Ability to:

- Establish and maintain mutually respectful relationships with families and RACS staff;
- Manage stress, utilize time effectively, and work independently;
- Maintain high level of confidentiality;
- Implement concepts learned from training.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:**

Hotline Advocates can answer the hotline in the comfort of their home if they have access to a working phone. Volunteers are asked to remind family members not to disturb them when they are on a hotline call and to keep advocacy reports and notes confidential.

**REQUIRED TRAINING:**

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



## Volunteer Opportunity: Shelter Relief

**OPPORTUNITY SUMMARY:** Shelter relief volunteers provide support to shelter advocates and assist with 24-hour emergency shelter services and emotional support for survivors of domestic violence, sexual assault and stalking. Each shelter relief volunteer will successfully complete training in crisis interventions, victim advocacy, and shelter procedures. Primary responsibility is to help RACS ensure the emotional and physical safety of shelter residents.

**WORK STATION AND ASSIGNED AREA:** Shelter

**SUPERVISES:** None

**SUPERVISED BY:** Senior Shelter Advocate and Director of Outreach and Advocacy

<b><u>KEY RESULT AREA</u></b>	<b><u>Objectives/Activities</u></b>
1. Shelter Duties	<ul style="list-style-type: none"> <li>a. Maintain and replace food items in pantry.</li> <li>b. Assist residents with life or parenting skills as needed.</li> <li>c. Establish and maintain cooperative relationship between residents and staff.</li> <li>d. Maintain confidentiality of all residents and services provided by RACS.</li> </ul>
2. Program Reporting	<ul style="list-style-type: none"> <li>a. Maintain required reports and documentation for state reporting, monitoring and auditing.</li> <li>b. Responsible for processing and tracking participant activities.</li> </ul>
3. Security Responsibilities	<ul style="list-style-type: none"> <li>a. Ensure all shelter doors are monitored and locked at all times.</li> <li>b. Grant access to authorized residents, guests and staff.</li> <li>c. Maintain daily function of shelter security systems and report any issues to supervisor.</li> </ul>
4. Crisis Intervention	<ul style="list-style-type: none"> <li>a. Responsible for answering and documenting all hotline calls.</li> <li>b. Provide crisis intervention services to residents as needed.</li> <li>c. Respond to on-line requests for information or assistance.</li> </ul>
5. Team Work	<ul style="list-style-type: none"> <li>a. Work with RACS staff to ensure program outcomes are met.</li> <li>b. Answer incoming telephone calls and transfer calls to appropriate staff as required.</li> </ul>
6. Residential Intake	<ul style="list-style-type: none"> <li>a. Prepare residential room for family.</li> <li>b. Complete residential intake for all new residents.</li> <li>c. Review residential handbook with all new residents.</li> <li>d. Provide a tour of the shelter.</li> <li>e. Provide each family member with personnel care kit, towels and clothing, if needed.</li> <li>f. Assign bed/room to family.</li> <li>g. Set room lock combination.</li> <li>h. Lock all medicines in medicine locker.</li> <li>i. Complete census in/out, chart, room chart, and file card.</li> </ul>
7. Communication	<ul style="list-style-type: none"> <li>a. Answer incoming telephone calls, take accurate and complete messages in a timely manner.</li> </ul>

	<ul style="list-style-type: none"> <li>b. Distribute residential incoming and collect outgoing mail.</li> <li>c. Maintain shift notes.</li> <li>d. Provide shift updates to all agency staff via email.</li> <li>e. Use Reflective Practices with staff and residents.</li> <li>f. Maintain the confidentiality of information on each resident, and staff member.</li> </ul>
8. Residential Exits	<ul style="list-style-type: none"> <li>a. Complete all exit paperwork with resident.</li> <li>b. Complete all census in/out, chart, room chart and file card and file correctly.</li> <li>c. Facilitate discharge process.</li> <li>d. Clean residential room upon exit of client.</li> </ul>
9. Residential Services	<ul style="list-style-type: none"> <li>a. Provide a safe, warm and welcome environment for residents.</li> <li>b. Work with agency staff to assist each resident in achieving goals.</li> <li>c. Help residents know and understand child care responsibilities and procedures.</li> <li>d. Help residents know and understand all shelter procedures and systems.</li> <li>e. Conduct regular check-ins with each resident to ensure needs are met.</li> </ul>
10. Miscellaneous	<ul style="list-style-type: none"> <li>a. Complete required training to ensure compliance with Missouri Coalition against Domestic and Sexual Violence (MOCADSV) Standards.</li> <li>b. Know and comply with agency policies and procedures.</li> </ul>

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Ability to understand the vision and values of RACS and to implement the mission, purpose and goals;
2. Be aware of and comply with all work and standards, policies and procedures of RACS, upholding organization values and client confidentiality;
3. Knowledge and respect for diverse cultures/lifestyles in the community;
4. Ability to handle program/client information in a confidential manner;
5. Ability to accurately perform basic math functions;
6. Knowledge of office equipment, such as copier, fax, scanner, multi-line phone and computer;
7. Ability to follow written and verbal instructions;
8. Ability to communicate effectively in oral and written form;
9. Good grasp of the English language (spelling, punctuation, grammar);
10. Ability to successfully communicate with the public in person and on the telephone;
11. Ability to gather data, compile information, and prepare reports;

12. Ability to attend worksite regularly to perform essential job functions/duties and responsibilities.

**REQUIRED TRAINING:**

<i>RACS Volunteer Orientation</i>	1.5 hours	In-Person
<i>Hotline Training 101</i>	2 hours	In-Person
<i>Mock Hotlines</i>	2 hours	Virtual
<i>Confidentiality for DV &amp; SV Service Providers:</i>	10 hours	Virtual
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<i>DV101 Understanding &amp; Responding to Domestic Violence:</i>	6 hours	Virtual
<i>Ethical Crossroads: Which way do I go?</i>	1.5 hours	Virtual
<i>Training at the Shelter:</i>	10.5 hours	In-Person