



## **VOLUNTEER CODE OF ETHICS**

### **MISSION STATEMENT:**

The Center for Women and Families helps victims of intimate partner abuse or sexual violence to become survivors through supportive services, community education and cooperative partnerships that foster hope, promote self-sufficiency and rebuild lives.

### **VISION:**

The vision of The Center for Women and Families is to eliminate intimate partner abuse and sexual violence in our community.

### **CORE VALUES:**

Deep seated beliefs and standards that influence and drive every aspect of how we approach our mission:

- **C**ompassion
- **A**ccountability
- **R**espect and Dignity
- **E**xcellence in all we do

### **JOB DESCRIPTION:**

Volunteer Advocate

### **CONTACT:**

Volunteer Manager (502) 581-7268

### **SUPERVISED BY:**

Appropriate Staff

### **GENERAL FUNCTION:**

With the supervision of staff, to provide a full range of services to victims of intimate partner abuse and sexual violence.

### **MAJOR DUTIES:**

#### Hospital Volunteer Advocate

Available on an on-call basis to victims of intimate partner abuse and sexual violence at area hospital emergency rooms and The Center's Sexual Assault Clinic.

#### Court Volunteer Advocate

Support individuals by collecting information and accompanying clients to family court hearings regarding protective orders.

#### Children's Volunteer Advocate

Participate in small group activities to build self esteem, tutor, provide one-on-one time and assist on field trips as related to Programs.

#### Community Outreach Volunteer Advocate

Educate community audiences about The Center's mission through information-sharing opportunities that dispel myths and increase knowledge.

#### Kitchen Volunteer

Assist in preparing food, serving and cleaning up after lunch and/or dinner in our residential kitchen.

### **MINIMUM REQUIREMENTS:**

Direct client service Volunteers must be 20 years of age or older, complete a Volunteer application, interview with Volunteer Manager, agree to reference and background checks, sign a pledge of confidentiality and complete an initial 40-hour training which includes agency history, philosophy, structure, psychosocial dynamics of abuse, cycle of violence and tactics of a batterer. Volunteers must annually complete 10 hours of continuing education to remain active in the Volunteer Program. Opportunities with the children and/or in the kitchen are available to Volunteers 15 years of age or older.

### VOLUNTEER SELECTION PROCESS

The Center for Women and Families is deeply appreciative of our Volunteers. We could not provide client services on a 24/7 basis without our many dedicated Volunteers who generously give their time and talents.

However, because of the serious nature and need to protect the confidentiality of our clients, we must exercise the utmost care in screening and selecting those persons who ultimately become Volunteers in our Program. We must be sure to choose people whom we believe can be the most effective in working with clients and their families. The Center for Women and Families needs to attain and retain the best Volunteers, as they represent the image of the organization in the community.

In order to help make this difficult decision, the following guidelines have been established:

- Applicant must complete and return a Volunteer application.
- Applicant must complete all training sessions.
- If concerns develop during the interview and/or training process, applicant may be asked to sign release authorizations, as needed, to check criminal records, mental health records, etc.
- Applicants must provide three personal references.
- At the discretion of the Volunteer Manager, applicant may be asked to focus on non-client related Volunteer opportunities or to hold off volunteering in any capacity until they are reassessed for their readiness to become a Volunteer.
- If applicant has experienced domestic violence and/or sexual assault, we ask that the applicant be at a healthy place in their own recovery so as to offer the most effective support to others.
- Applicant's acceptance into the Volunteer Program is based upon the satisfactory fulfillment of the above listed items and the recommendation of the Volunteer Manager in consultation with other staff.
- The Center for Women and Families reserves the right to decline the offer of volunteer help from anyone, and to terminate a Volunteer at the discretion of the Volunteer Manager.

### TERMINATION OF VOLUNTEERS

Volunteers will be asked to leave The Center for Women and Families' Volunteer Program for the following reasons:

- Breach of client confidentiality.
- Continued failure to fulfill monthly commitment without reasonable explanation.
- Persistent indications of attitudes/feelings incompatible with those of The Center for Women and Families.

Termination is a last resort action, taken only if the situation cannot be resolved through open and direct communication with the Volunteer.

### SUBSTANCE ABUSE POLICY

The Center for Women and Families prohibits its employees, Volunteers and consultants from using, consuming, selling, purchasing, transferring or possessing alcohol, illegal or non-prescribed drugs on The Center's premises. Employees, Volunteers and consultants are strictly prohibited from reporting to work under the influence of alcohol, illegal or non-prescribed drugs.

### EQUAL OPPORTUNITY POLICY

The Center for Women and Families does not discriminate on the basis of race, color, national origin, sex, religion, age, sexual orientation, gender identity, familial status or disability in employment (paid or voluntary) or in the provision of services.

### VOLUNTEER GRIEVANCE PROCEDURE

If a Volunteer has a problem or disagreement with a policy of The Center, procedure or staff person, contact the Volunteer Manager to discuss and resolve the matter.