

# **CHILDREN'S ADVOCACY CENTER OF COMAL COUNTY, INC.**

## **Volunteer Opportunities**

### **ADMINISTRATIVE ASSISTANT**

- Greeting visitors at the door and on the telephone. Giving referrals to the community, documenting donations (giving receipts, etc.), as well as completing office work such as filing and clerical tasks. Special projects will also be offered. Ability to use fax machine and computer preferred. Needed during the work week year round.

### **LANDSCAPING/FACILITY MAINTENANCE**

- Grass mowing, weed eating, and caring for surrounding lawn. Ability to use lawn maintenance equipment required. Needed during daylight hours, spring and fall specifically. Assisting in the cleaning of facility. (toys, kitchen, etc.) Needed year round.

### **COMMUNITY RELATIONS**

- Staffing booths and/or tables at community fairs in Comal County. Setting up, greeting visitors, handing out information and packing up display. Ability to interact with public is a must. Various hours and days throughout the year. Community Relations Volunteers will also help staff/board members present to groups and organizations such as churches, schools, etc. Must be able to present information about CACCC and answer questions about CACCC services from the audience. Good public speaking skills required.

### **FAMILY GREETER**

- Welcoming clients and their families to the CACCC. Greeters appropriately interact with families while providing direct services in the waiting area and playroom. All volunteers are responsible for maintaining client confidentiality at all times. Greeters should be aware that they will be interacting with children of all ages. Greeters will be required to obtain more training through the CACCC. (see *Joni Wylie (830) 626-2543 for further information*)



## Children's Advocacy Center of Comal County, Inc.

### **VOLUNTEER INFORMATION**

Thank you for your interest in becoming a volunteer for the Children's Advocacy Center of Comal County (CACCC). Please take a few minutes to review the enclosed information and complete the required forms.

#### **CACCC GENERAL INFORMATION**

**WHO WE ARE:** The Children's Advocacy Center of Comal County, Inc. (CACCC) is a 501 (c) 3 non-profit agency which includes a multidisciplinary team consisting of the Assistant District Attorney, local law enforcement agencies, Child Protective Services, and other local non-profit organizations serving youth and their families.

#### **OUR MISSION:**

Our mission is to help protect victims of child abuse from further trauma and to enhance the investigation and prosecution of child abuse cases through the collaborative efforts of the community.

#### **WHAT IS A CHILDREN'S ADVOCACY CENTER?**

A Children's Advocacy Center (CAC) of Texas is a charitable organization governed by [Chapter 264](#) of the Texas Family Code. Training, technical assistance and evaluation services are provided by Children's Advocacy Center of Texas (CACTX) to enhance the efficiency and services provided by individual CAC facilities. All CAC services and programs are funded by individual donors, corporate and foundation donors, special events, and state-appropriated funds.

The CACCC's main duty is assist children during the judicial process through coordinated investigation in a neutral, child friendly atmosphere. Through forensic interviewing by a trained employee, a victim's account of abuse is videotaped for use by all governmental entities involved in the prosecution of the alleged perpetrator. With one interview, the impact of further trauma is lessened for each individual victim.

It is an important function of the CAC to assess and determine the need for services to be provided to the victim and the victim's family. The CAC can provide the family with referrals for services such as counseling, Crime Victims Compensation, and medical assistance to appropriate area resources.

Pursuant to the TEXAS STANDARDS FOR CHILDREN'S ADVOCACY CENTERS, the following standards apply to all volunteers:

- A CAC direct services volunteer shall have attained majority age (18 years or older) and shall have successfully passed screening requirements which include a written application, personal interview, written references, and criminal records check, and shall have proof of current automobile liability insurance and a current driver's license if a licensed driver. CAC volunteers under 18 years of age may assist in day to day operational tasks; provided, however, that they do not provide direct services.
- A CAC volunteer shall not become inappropriately involved in a child's case by engaging in activities which jeopardize the safety of the child, the integrity of the program or activities which are likely to result in conflict of interest or expose the program or volunteer to criminal or civil liability.
- A CAC volunteer respects the right to privacy of clients by keeping information that would identify CAC clients confidential.

Pursuant to internal policies of the Children's Advocacy Center of Comal County, all volunteers must (1) be age 18 or older (if providing direct services), (2) sign a release for, and pass, a criminal and child abuse/neglect background check, (3) sign a statement of release, and (4) sign a confidentiality agreement.

Volunteer orientations will be held periodically to further acquaint volunteers with the function of the CACCC in general and with the duties performed by volunteers.

**Children's Advocacy Center of Comal County, Inc.**

**VOLUNTEER APPLICATION**

\_\_\_ Administrative Assistant

\_\_\_ Family Greeter

\_\_\_ Community Relations

\_\_\_ Landscaping/Facility

Maintenance

**FULL NAME** \_\_\_\_\_ **Date** \_\_\_\_\_

**ANY OTHER NAMES USED** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**ANY OTHER ADDRESSES RESIDED IN PAST 5 YEARS:**

\_\_\_\_\_

**PHONE (H)** \_\_\_\_\_ **(W)** \_\_\_\_\_ **(OTHER)** \_\_\_\_\_

**E-MAIL** \_\_\_\_\_

**IN CASE OF EMERGENCY, PLEASE CONTACT (name, relationship, number)**

1. \_\_\_\_\_

2. \_\_\_\_\_

**EMPLOYMENT:**

Current Company Name \_\_\_\_\_

Job Title \_\_\_\_\_

How long? \_\_\_\_\_ Supervisor's Name \_\_\_\_\_ Phone # \_\_\_\_\_

Responsibilities at present job:

\_\_\_\_\_

\_\_\_\_\_

**PERSONAL REFERENCES (name, relationship, number - no relatives, please)**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**BACKGROUND INFORMATION:**

Have you resided in Texas for the last 3 years? \_\_\_\_Yes \_\_\_\_No

If no, please list any other states within that time period: \_\_\_\_\_

Have you ever been indicted or convicted of a misdemeanor? \_\_\_\_Yes \_\_\_\_No

Have you ever been indicted or convicted of a felony? \_\_\_\_Yes \_\_\_\_No

If you answered YES to either question, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EDUCATION:**

	NAME & ADDRESS	DEGREE OBTAINED	YEARS ATTENDED		DATE OF GRADUATION
			Start	Finish	
HIGH SCHOOL					
UNIVERSITY					
GRADUATE SCHOOL					
OTHER					

Other certifications/skills:

\_\_\_\_\_  
\_\_\_\_\_

**VOLUNTEERISM:**

How many hours a week do you have available to devote to volunteer?

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What days are best for your volunteer service?

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Previous volunteer experience:

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Groups/Organization affiliations:

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Special skills, hobbies, or interests:

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Languages spoken:

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Languages written:

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Languages read:

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How did you learn about our volunteer opportunities?

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Why do you want to become a volunteer for the CACCC?

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What qualities do you possess that would make you a good volunteer?

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

### STATEMENT OF RELEASE

I authorize the Children's Advocacy Center of Comal County, Inc. to conduct any investigation it deems necessary with respect to personal information I have provided. I authorize any former employer, present employer, school, college, university, personal reference, and/or any other person to give information they may have concerning my volunteer position or character. I hereby conditionally release from all liability for any damage, whether caused directly or indirectly from giving or receiving this information or related opinions, the Children's Advocacy Center of Comal County and any informant contacted whether named or unnamed.

I further understand that the Children's Advocacy Center of Comal County has the right to the following actions:

- (1) to review my application and all subsequent information;
- (2) to unconditionally accept or reject my application;
- (3) to submit a request for my Child Abuse/Neglect Central Registry and DPS Criminal History background check; and
- (4) to terminate my volunteer placement at any time with or without cause.

I agree that, upon placement, I will perform my volunteer duties without compensation and that, in doing so I am not acting as an employee or official representative of the Children's Advocacy Center of Comal County.

I understand and agree to abide by all regulations and policies of the Children's Advocacy Center of Comal County.

I understand that, following successful completion of my personal interviews, training and placement, I will be expected to complete a minimum of six months as a volunteer of the Children's Advocacy Center of Comal County. If unforeseen circumstances should prevent me from fulfilling my obligation, I will submit my written resignation to the Executive Director with as much advance notice as circumstances permit.

Info needed for background check:

First Name		Middle Name	Last Name		
Other names or spellings used (married, maiden, alias, etc.) - First, Middle, Last (continue on back as needed)					
Residence Street Address			City	County	State e
Residence Telephone No. (A/C)		Date of Birth	Gender: <input type="checkbox"/> Male - <input type="checkbox"/> Female		SSN
Race (check all applicable) <input type="checkbox"/> Am Indian/AK Native <input type="checkbox"/> Asian <input type="checkbox"/> Black Determine			Ethnicity (check one, only) <input type="checkbox"/> Hispanic <input type="checkbox"/> Not Hispanic <input type="checkbox"/> Unable to Determine		
List other places you have resided (for a minimum of the past 5 years - continue on back as needed)					

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Witness: \_\_\_\_\_ Date \_\_\_\_\_

**STATEMENT OF CONFIDENTIALITY**

All staff, board members, and volunteers of CACCC, Inc. will adhere to the following statement concerning confidentiality of information and records.

“Confidentiality of all records will be maintained. In addition, all information obtained in connection with provision of services by staff, volunteers, or board members of CACCC, Inc. including but not reserved to the examination, performance of work, or personal conduct while employed by or affiliated with CACCC, Inc. shall not be disclosed by any staff, volunteers, or board members without the consent of the individual(s) concerned except as may be necessary to provide services to him or her (them) or as may be required by state or federal law. Information may be disclosed in statistical or other summary form or for clinical purposes but only if the identity of the individual(s) served is not disclosed. Other client information may be disclosed provided it meets requirements of any state or federal grant.

“I understand that the privacy act provides for both civil and criminal penalties against anyone who violates the confidentiality of person(s) protected under this act.”

Knowing this, I agree to the above statement of confidentiality.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

## **Children's Advocacy Center of Comal County, Inc.** *Volunteer Policies/Procedures*

### **I. VOLUNTEER PHILOSOPHY**

- The Children's Advocacy Center of Comal County, Inc. (CACCC) encourages the teamwork of salaried staff and volunteers so that we can offer the best services possible. Volunteers contribute their unique talents, skills and knowledge of the community to help provide personalized attention to clients. Staff will be responsible for supervision of volunteers and ensuring that there are specific tasks for each of them to complete.

### **II. VOLUNTEER SELECTION AND SCREENING**

- Volunteers are selected for a particular area of service by interest and/or aptitude indicated during the application process. All volunteers will be classified as either a direct services or indirect services volunteer based on the type of duties they wish to participate in at the CACCC. Each applicant will have successfully passed screening requirements which include a written application, personal interview, written reference and criminal records check. During the application process each candidate will be informed of the program's right to remove a volunteer at anytime. If a volunteer is removed, the reasons for the removal will be provided in writing.
- As part of the training process all volunteers will receive the following:
  - Volunteer job description listing duties and responsibilities
  - Copy of the confidentiality agreement
  - Copy of the volunteer grievance procedure
  - Copy of policies against sexual harassment
  - Ethical standards

### **III. CLIENTS AS VOLUNTEERS**

- Any person(s) currently receiving services from the CACCC multi disciplinary team (MDT) will not be allowed to volunteer. CACCC MDT services must be completed before an individual is allowed to volunteer for the agency. A client must then wait 180 days before they may provide indirect services and one year before they may provide direct services for the agency.

### **IV. VOLUNTEER APPLICATION**

- Volunteers will complete a CACCC application expressing any particular interests and/or qualifications. Volunteers will agree to follow all agency policies and to be supervised by staff members where appropriate.

## **V. VOLUNTEER JOB DESCRIPTIONS**

- Current job descriptions are maintained for each of the volunteer positions. Each volunteer should receive a copy of these, which advises the volunteer of the type of work needed/expected at the CACCC.

## **VI. VOLUNTEER CONFIDENTIALITY EXPECTATIONS & RIGHTS**

- Volunteers shall follow and are bound by the CACCC Confidentiality Policy. Volunteer records shall be bound by the same rules of confidentiality that apply to the records of agency staff. CACCC respects the right of confidentiality of all volunteers. Volunteers have the right to know what information is contained in their files. Volunteers also have the right of prior consent regarding the release of information to external sources except for release required by law.

## **VII. VOLUNTEER TRAINING**

- Proper training is an important part of having an effective Volunteer Program. Below are listed some of the guidelines that staff and volunteers use to ensure proper training. Volunteer training will be held a minimum of two (2) times per year.
- All volunteers will receive training concerning:
  - Mission and Philosophy
  - Volunteer Programs and Policies
  - Dynamics of Child Abuse Information
  - Need for and Benefits of Children's Advocacy Centers (CACs)
  - Definition and Consequences of Child Abuse on the Victim, Family, and Society as a Whole
  - Sex Offender Information
  - Confidentiality and Security Procedures/Importance
- In addition to the previous, direct service volunteers will be offered training in the following:
  - Crisis Response Advocate Training
  - Family Greeter Procedures and Best Practices

## **VIII. VOLUNTEER RULES OF CONDUCT & ETHICS**

- All volunteers of the CACCC are expected to conduct themselves professionally at all times to represent the CACCC position and image effectively to the public and the community we serve. Volunteers are expected to follow all federal state and local laws and the Volunteer Code of Ethics, while performing duties for the CACCC. In addition, all volunteers are expected to follow the direction of supervisory staff.

## **IX. VOLUNTEER RETENTION & TERMINATION**

- The CACCC will make every effort to utilize all interested volunteers. The agency will comply with all civil rights laws that allow qualified persons an opportunity to volunteer. In order to retain volunteers the center will:
  - Provide periodic volunteer trainings
  - Host an Annual Volunteer Appreciation Event to recognize CACCC volunteers
- The CACCC reserves the right to terminate the services of any volunteer who is no longer serving in the best interest of the CACCC. A CAC volunteer shall not become inappropriately involved in a child's case by engaging in activities which jeopardize the safety of the child, the integrity of the program or activities which are likely to result in conflict of interest or expose the program or volunteer to criminal or civil liability.

## **X. VOLUNTEER DOCUMENTATION**

- The Program Director will be responsible for the documentation and reporting of volunteer hours and mileage. Each volunteer will report his/her own hours and mileage on a monthly basis.

## **XI. VOLUNTEER GRIEVANCE PROCEDURE**

- A grievance is a complaint concerning the treatment of a volunteer or practices by staff members. Within five (5) days of the occurrence of an event giving rise to the grievance, the volunteer will complete a written complaint statement that should include a concise statement of facts upon which the complaint is based and the resolution sought. This statement should be given to the Program Director who must communicate a written response, with supporting reasons, to the volunteer within five (5) days of the receipt of the volunteer's statement. If the volunteer does not receive a response within five (5) days, or the volunteer is not satisfied with the response, the volunteer should submit a written complaint statement within five (5) days to the Executive Director who must communicate a written response, with supporting reasons, to the volunteer within five (5) days of the receipt of the volunteer's statement.

**CHILDREN'S ADVOCACY CENTER OF COMAL COUNTY, INC.**  
*Volunteer Code of Ethics*

1. Volunteers providing client services shall maintain the client's interest as their primary responsibility and will maintain high personal and professional standards.
2. Volunteers will portray a positive role model by maintaining an attitude of respect, loyalty, patience, integrity, courtesy, tact, and maturity.
3. Volunteers should respect the privacy of clients and maintain confidentiality at all times regarding information obtained while providing services. Volunteers will not reveal the name or other identifying information about any client or a case to the outside public.
4. Client confidentiality must be maintained throughout the workplace. Client information will not be discussed in the front office or the hallway of any general living area.
5. Volunteers may not discriminate against clients or co-workers on the basis of sex, race, age, creed, color, national origin, religion, marital status, disability, sexual orientation, political affiliation or source of income.
6. Volunteers may not accept gifts of any kind from clients.
7. Volunteers shall avoid dual relationships with clients. Volunteers shall not conduct any relationship with the client other than that assigned by CACCC or violate position of trust in any manner, which might be determined by the client.
8. Volunteer will distinguish clearly in public statements one's personal views from positions adopted by CACCC.
9. Volunteer will report to appropriate agency authority any conflict of interest that may prevent him/her from providing competent services to a client, or be impartial in the treatment of any client.
10. Volunteer shall not use tobacco, drugs, alcohol or profanity while volunteering for CACCC. The use of physical abuse, verbal abuse, sexual abuse, and/or mental abuse is strongly prohibited and will be cause for immediate dismissal.
11. Texas State Law requires that all citizens report any suspected abuse or neglect of a child to the Texas Department of Protective and Regulatory Services and law enforcement agency. 1-800-252-5400
12. Volunteers recognize their boundaries of competence and provide only those services, and use only those techniques, for which they are qualified by training experiences.

I understand that any violation of this code may be grounds for removal as a volunteer from the CACCC.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

## Release of Liability

By signing this acknowledgement and release, I acknowledge that I am volunteering my services at the Children's Advocacy of Comal County. I acknowledge that my participation is completely voluntary and is being undertaken without promise or expectation of compensation. I am aware that, in participating in any Children's Advocacy of Comal County project that I may be exposed to personal injury or damage to my property as a result of my activities, the activities of other persons or the conditions under which my volunteer services are performed. With full knowledge and understanding, I accept any and all risks of damage, injury, illness, or death and I release and discharge Children's Advocacy of Comal County, its officers, directors, and employees, from any claims for damages or injury and all liability arising out of my participation as a volunteer. I have carefully read this acknowledgement and release and fully understand its contents. I am aware that this is a release of liability and I freely and voluntarily accept the terms. **I certify that I am at least eighteen (18) years of age.** I further state that I am in proper condition for participating in this event. I agree to abide by the rules established by Children's Advocacy Center of Comal County and health and safety requirements.

\_\_\_\_\_  
Volunteer Name (**PRINT**)

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Group Name (*if applicable*)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

