



Volunteer

Orientation Manual

for

SAFE Haven of Racine, Inc.

‘Incidental’ Support and Services

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Contents

Introduction

Purpose and References.....	3
Policies and Procedures.....	3
Mission.....	3
Incidental Volunteers.....	4
History.....	5

Programs

SAFE Haven Youth Shelter.....	7
211 Racine.....	7
SAFE Passage Transitional Living.....	8
Bridge to Independence.....	8
Gang/Crime Diversion Task Force.....	8
SAFE Streets Street Outreach.....	8

What Every Volunteer Should Know

Recruitment & Application.....	9
Confidentiality & Liability.....	9
Public Relations.....	9
Computers and Electronic Access.....	10
Use of Power Tools.....	10
Loss of Electric Power/Telephone Service.....	10
Fire Safety.....	10
Blood and Body Fluids.....	11
Heat and Humidity.....	12
Volunteer Cards & Time Sheets.....	13

Agency Personnel

Board of Directors.....	14
Executive Director.....	14
Key Staff Members.....	15
Youth Advisory Board & Peer Helper Volunteers.....	17
SAFE Passage Volunteers.....	18
Street Outreach & Gang/Crime Diversion Volunteers.....	19
Registered Nurse Volunteers.....	20

Agreement of Compliance & Parental Consent Forms

Introduction

Purpose and References

This manual is designed to introduce SAFE Haven programs and services to our new volunteers. It is one part of a more complete orientation which may include a tour of the facility; familiarization with agency policies, procedures, program goals and objectives; certain liabilities and responsibilities; agency promotional materials; and introductions to personnel.

Any reference made here to SAFE Haven or SAFE Haven of Racine, Inc. is understood to mean the agency as a whole (i.e., the legal entity), as well as to each and every program and/or service it operates: The SAFE Haven youth shelter, SAFE Passage transitional living facility, Bridge to Independence, 211 Racine Information and Referral Hotline, Gang/Crime Diversion Task Force, and SAFE Streets (Street) Outreach.

Policies and Procedures

In addition to this manual, volunteers may need to become familiar with relevant documents guiding agency policy and procedure:

- SAFE Haven Agency Policies and Procedures;
- Applicable federal laws, in particular those regulations set forth by the Runaway and Homeless Youth Program Administration of the Family and Youth Services Bureau, Administration for Children and Families, Department of Health and Human Services in the Monitoring Support System for Runaway and Homeless Youth Programs Monitoring Instrument, June 9, 1993;
- Laws of the State of Wisconsin, including administrative codes relevant to group foster homes, child placing agencies, and the Children's Code;
- Guidelines of the Wisconsin Association for Runaway and Homeless Youth Services;
- Pertinent local laws;
- United Way and other funding source requirements.

Review

This manual is subject to regular review. Members of the board of directors, staff, volunteers, youth and their parents may be consulted in its development and revision.

SAFE Haven's Mission

To improve the quality of life for youth and families by providing information and referral services, safe living environments and community intervention.

'Incidental' Volunteers

SAFE Haven volunteers who have contact with our clients legally must be held to different standards than those volunteers who have only “incidental” contact—which we define as fewer than three days when you might encounter a client in the course of your time here.

For our incidental volunteers, we ask that you:

- (1) Complete an agency volunteer application telling us a little about you and how you see yourself helping us out;
- (2) Provide several references that we can verify;
- (3) Read through this brief *Volunteer Orientation Manual*;
- (4) Understand that, if there's a chance you may have incidental contact with clients for three days or more, we are required to conduct a Criminal Background Check (this applies only to volunteers aged 17 or older);
- (5) Furnish any requested documentation of insurance coverage, licensure, etc.;
- (6) Sign the Agreement of Compliance included on the last page of this manual;
- (7) Complete any specialized training;
- (8) Commit to a period of time when you will be available to assist us;
- (9) *Keep track of your volunteer hours;
- (10) Ask the supervisor whom you've been helping to sign and return your time sheets to our Director of Development.

If you are under the age of 18, a Parental Consent form must accompany your application.

In addition to helping the agency with their support and assistance, *volunteers are extremely important for SAFE Haven to qualify for some grants and funding. For this reason, we request that the program coordinator whom you've been helping sign off on your time sheet, as well as provide and evaluation of your services.

Thank you for your interest in SAFE Haven and your willingness to comply with the maze of regulations that govern an agency such as ours.

History

In February of 1971 Innovative Youth Services of Racine (IYSR) incorporated, operating out of the First Congregational Church in West Racine. Racine Underground Safe House (RUSH) was adopted as the street name. It was designed to provide youth service programs including mental health counseling, alcohol and other drug abuse counseling, information and referral, and advocacy for youth. These services were provided over the telephone or in person, free of charge to anyone in need of assistance.

Racine Hotline was initiated in May of 1972, and a more formalized counseling program for young people was established. The agency moved to 826 Park Avenue. In 1973 there was considerable expansion in youth services and activities, especially alcohol and other drug counseling and prevention. In 1975 RUSH was selected by the National Institute on Drug Abuse as a national model for drug abuse prevention.

Racine Runaway was incorporated in 1976, initiating a formal counseling and shelter program for runaway and/or homeless young people at 1331 Center Street. In 1977, a Parents Helpline was started under IYSR sponsorship. Innovative Youth Services of Racine became a member agency of the Racine Area United Way in 1980.

In September 1982, Innovative Youth Services of Racine merged with Racine Runaway. The merger was designed as a cost-saving measure, since both agencies served basically the same population and provided similar services. The name "RUSH" discontinued, Innovative Youth Services of Racine was retained as the corporate name.

During 1983 all four programs of Innovative Youth Services of Racine--Racine Runaway, Racine Hotline, Parents Helpline and Intervention Counseling--moved to 1030 Washington Avenue.

As part of the agency's commitment to International Youth Year (1985), a workshop was presented at the International Youth Services Conference in Chicago, attended by youth workers from over 25 different countries. IYSR was also involved in an international youth worker exchange program.

Fifteen years after incorporation, in February of 1986, a new program called PhoneFriend, was initiated. PhoneFriend was an after-school telephone service for latch-key children.

A Peer Counselor Training Program was started in 1987 in the public schools. The house at 1030 Washington Avenue was purchased.

In 1991, the new "popular name" **SAFE Haven** was developed. SAFE is the acronym for "Shelter And Family Emergency." It was felt that this new name would indicate that agency services were available to any age group.

In 1994, the Drug Abuse Prevention Program (DAPP) was granted by the Federal Youth Services Bureau, providing services for runaway and homeless youth (and their family members) who may have alcohol and other drug abuse related problems. In addition, A Parent Connection© was established in response to an initiative on the part of the Board to increase substance abuse prevention and effective parenting services. The 1990s also brought the Independent Living Skills and SAFE Streets Street Outreach programs under SAFE Haven's umbrella.

Many of SAFE Haven's recent programs are direct descendents of Racine Runaway, created when staff identified a need for services previously unavailable.

The new millennium has brought into the agency: Truancy Abatement, which took an aggressive approach to targeting truants; Gang/Crime Diversion Task Force, which holds classes an hour and a half a day, five days a week out of Community Oriented Policing Houses in the city of Racine, targeting youth who are displaying "at risk" and sometimes criminal behavior; and SAFE Passage Transitional Living Program, a shelter for older homeless youth (ages 16-21), for a period up to 18 months.

In 2001 Racine Hotline, Parent's Helpline, and PhoneFriend were combined to form the Racine County Information and Assistance Helpline, more commonly known as 211 Racine. As of June of 2002 anyone could pick up a telephone, dial 211, and reach a knowledgeable telephone operator who would provide supportive listening, information and community referrals.

SAFE Haven was now designated the official social service information and referral provider for Racine County.

Programs currently offered by the agency are: SAFE Haven Youth Shelter; 211 Racine Information and Referral Hotline; Gang/Crime Diversion Task Force; SAFE Streets (Street) Outreach; and SAFE Passage Transitional Living program.

SAFE Haven Programs

SAFE Haven Runaway and Homeless Youth Shelter is licensed by the State of Wisconsin as a child placing agency and group foster home. The Youth Shelter is a Basic Center of the federal Runaway and Homeless Youth Program, Family and Youth Services Bureau, Administration for Children and Families, and Department of Health and Human Services. The Youth Shelter has been open 24 hours a day, seven days a week, since 1976 ... providing crisis intervention, safe shelter, food and clothing to youth aged ten to eighteen, as well as case management and after-care services for youngsters and their families. All services are provided confidentially and at no cost.

Shelter and case management services are offered to youth who have run away, are homeless, or are in crises such as physical, sexual, or emotional abuse and/or neglect. Case management services are also available for non-residential ('drop-in') clients and their family members. SAFE Haven seeks to reunite families and divert runaway, "throwaway," and homeless youth -- as well as other youth in crisis -- from the juvenile justice system, gang-related activity, alcohol and other drug abuse, depression, suicidal and self-destructive behaviors, eating disorders, truancy, teen pregnancy and prostitution, sexually transmitted diseases, domestic violence ... and to reduce the incidence of crimes committed by and against youth on the streets.

The 211 Racine Information and Assistance Line provides comprehensive, confidential information and referrals for those in need of help; supportive listening for those with mental or emotional problems; and crisis intervention for people in emergency situations. These services have been provided continuously, 24 hours a day, through Racine Hotline since May of 1972, and through Parents Helpline since 1977.

Our 211 Racine information and assistance line is designed to increase access to health and social services; to decrease personal and social morbidity from mental and emotional stressors such as unemployment, alcohol and other drug abuse, gangs, crime, teen pregnancy, homelessness, sexually transmitted diseases, domestic violence, child abuse and neglect; as well as to prevent mortality from crises such as suicide and drug overdose.

Calls are answered by trained hotline staff 24 hours a day. The 211 Program Coordinator is responsible for recruiting, training, scheduling and supervising all Hotline employees. Every employee or volunteer working with either the Hotline or SAFE Haven programs that has contact with clients must complete 40 hours of basic training covering areas including: communication skills, depression and suicide, domestic abuse, child abuse, sexual assault, gangs, alcohol and other drug abuse, sexually transmitted diseases, and many others ... in addition to demonstrating an understanding of this important information through formal assessments, role-playing and listening evaluations. Depending on the nature of your volunteer duties, it may be necessary for you to complete some program-specific training in addition to the basic training mandated for all people having contact with the agency's clients.

SAFE Passage Transitional Living Facility and Services is a community-based program for homeless young adults aged 18 to 21 who are in need of housing, education and life skills training. SAFE Passage can accommodate up to eight young adults for up to 18 months. The program provides housing, food, clothing, confidential case management, and after-care services. Education and support are provided in such areas as employment, personal finance, community resources, and household management. Clients are required to seek employment and to further their education. Ultimately, the program is designed to enable clients to make a smooth transition to stable, independent living situations. Life skills, minor home repair and maintenance training are available through an Independent Living Skills program and volunteer mentors.

Bridge to Independence, a service of SAFE Passage Transitional Living, is available for youth ages 18 through 21 who need educational, emotional and fiscal assistance to become independent from their parent(s) or caregiver's home. Education and support are provided through classes dealing with employment, finance, community resources and household management. The youth must attend classes in these areas and pass general tests for each section. Once they successfully complete these tests, can find and keep a job, and have secured appropriate lodging, they are given \$600 toward the rent (or escrow fees) on that residence.

The **Gang/Crime Diversion Task Force** program was formed through the Racine Police Department's Community Oriented Policing in an effort to divert youth from the dangers of street gangs. SAFE Haven's involvement with G/CDTF brings a client-centered perspective and a philosophy of self-determination. This program is about talking to youth on their level, listening to them, showing them alternatives to "at risk" behavior and helping them set and achieve their goals. This is achieved through 90-minute classes, Monday through Friday, held at Community Oriented Policing houses in the city of Racine. The 12-week program targets "at risk" youth, ages 8 through 17, who are displaying self-destructive behavior that may include criminal activity. It is a very intense, confrontational program that directly addresses negative behavior and works to bring about positive change.

The primary focus of **SAFE Streets Street Outreach** is to provide emergency shelter (coordinated with our Youth Shelter), street-based outreach and education, survival aid, assessment, counseling, intervention and follow-up support. This program seeks to reach youth on the streets, within the school system and the juvenile justice system. Services are provided for youth living on the street, in unsafe environments, or other situations that place them at risk for sexual abuse and exploitation. SAFE Streets provides youth with information, free bus tokens, personal hygiene items (soap, shampoo, toothbrushes, toothpaste, razors, deodorant), ready-to-eat meals, medical attention, warm clothing, blankets, flashlights and basic needs essential to survive on the streets. The goal of this program is to help get youth off the streets and into safe shelter. One of the most important elements offered through this vital human services program is people who care and listen to youth in crisis, and who provide the resources and tools these youth need to make positive decisions about the future and their lives.

What Every Volunteer Should Know

Recruitment

A wide range of sources are used to recruit volunteers. The local high schools, colleges and university are frequently used. In addition, organizations such as the Welcome Wagon, local churches, the Retired and Senior Volunteer Program (RSVP), and Volunteer Today are sources of volunteer recruitment. Advertisements are periodically placed in the local newspapers.

Application

Prospective volunteers submit a written application, are provided with a job description, and participate in a personal interview with staff. Volunteers accepted for service are asked to provide references (which are verified); those having any contact with agency clients must pass an official Criminal Background Check. Volunteers under the age of 18 must also provide a signed Parental Consent form.

Confidentiality & Liability

All volunteers are required to sign a confidentiality agreement.

As with staff members, volunteers must maintain all information and records about agency clients in confidence. SAFE Haven keeps all its records in a secure location protected from fire damage, theft, and unauthorized scrutiny. Similarly, identifying electronic information is secured by locking mechanisms, electronic password protection and/or data encryption algorithms. The agency maintains written procedures governing access to the files which ensure that information is only released in accordance with ss. 48.432, 48.433, 48.78 and 48.93, stats., and ch. HSS 53.

Disclosure of Information

Except under very specific circumstances, no agency personnel – staff or volunteer – may disclose information or even acknowledge that an individual has applied for, received, or is receiving services through SAFE Haven-related facilities or programs.

Specific conditions and circumstances where staff members only may release such information might include: informed consent, records of deceased clients, court orders, minors/incompetence, medical emergencies, child abuse and/or neglect, and certain audits. For the most part, however, agency volunteers need not be concerned about when information CAN be released; rather, they should operate with the understanding that any information about clients CANNOT be released.

Public Relations Policy

Only the Executive Director may speak to media representatives about anything having to do with SAFE Haven of Racine, Inc. This policy is designed to protect volunteers, staff members, and the agency. If you are asked to report, comment upon, or give your “opinion” about anything related to the agency, please refer all questions to our Executive Director.

Computer and Electronic Access Policy

SAFE Haven of Racine, Inc. supports the appropriate use of electronic network resources as a means of improving the agency's effectiveness in meeting its mission. In making access to these resources available to agency staff and volunteers, SAFE Haven has established a policy that electronic network resources, including the agency's computer network, the Internet, electronic mail, and other electronic or digital devices are to be used in a responsible, efficient, ethical and legal manner.

Use of electronic network resources is reserved only for the conduct of agency-related business; it is not intended to be used for personal business or communication, even after-hours.

Electronic network resources hardware and software are SAFE Haven's property. All messages composed, sent or received through any network system are -- and remain -- the property of SAFE Haven. They are not the private property of any employee, resident or volunteer.

SAFE Haven reserves the right to review, audit, intercept, access and disclose all messages or files accessed, downloaded, created, received or sent over the electronic network resources system for any purpose. The contents of such files or messages properly obtained for legitimate business purposes may be disclosed within the company by management staff without the knowledge or permission of anyone using SAFE Haven's computers..

Use of Power Tools

Due to the serious nature of potential bodily injury and/or property damage, nobody -- whether volunteer, contractor or employee -- is to use any power tool on any SAFE Haven property without the specific consent of the Executive Director

Electric Power Loss

A flashlight and candles are kept in the desk of the youth shelter's reception office. A battery powered radio is kept in the same office, as is a battery powered clock.

Loss of Telephone Service

If an individual telephone doesn't seem to be operating correctly, unplug and reconnect it after about two (2) seconds. If the entire system seems to malfunction, the microprocessor which runs the phone system probably needs to be re-booted. (This is accomplished by having a staff member pull out the switch at the top of the right side of the box in the basement and then pushing it back in.) In the event of a system-wide telephone failure, the fax machine/telephone (in the second floor accounting office) should still function.

Fire Safety

Safety of the clients, guests, staff, grounds and equipment associated with the agency is a primary concern. Operating practices are conducted to comply with all applicable federal, state, and local laws. Staff strives to ensure the safety of those associated with the agency programs at all times.

The building is equipped with smoke detectors and sirens interconnected in a Honeywell Security System. All alarms will sound if one detector senses smoke. The detector in the furnace room also senses heat.

In the event of a fire, staff's first priority is the safety of clients and their evacuation from the building. The senior staff member on duty is responsible for communications with firemen, police and other safety personnel. The very last priority is fire fighting.

If a fire is suspected or observed, or if the alarm sounds, the senior staff member on duty will locate and escort clients and guests out of the building immediately via appropriate exits. (Persons on the third floor will exit by whichever of the two stairwells appears to be safer. Second floor residents will leave the building via the closest and safest of the three stairwells.) Doors behind you should be closed as you leave. If smoke is present in the building, all persons should crawl on their hands and knees. Staff will make every effort to evacuate the building in two (2) minutes or less.

Everyone will be escorted to the parking lot at the rear of the building where they will remain at a safe distance from the building and out of the way of firemen, police and other safety personnel.

Only after everyone has been safely evacuated from the building will consideration be given to fighting a fire. Note that, if a staff member chooses to fight a fire, s/he will first inform another staff member (or other person) that s/he intends to do so.

Fire extinguishers are located on:

Basement	bottom of stairwell, at right + in boiler room
First floor	front hall closet, just inside door kitchen, by stove + in Youth Shelter reception office
Second floor	hallway, by photocopier hallway, by rear (west) stairwell
Third floor	top of stairwell

To operate an extinguisher, the pin must first be pulled from the handle; then squeeze the handle down. The nozzle should be aimed at the base of the flames and swept back and forth.

Universal Blood and Body Fluids Procedure

In accordance with the State of Wisconsin, Department of Health and Social Services, Division of Health, "Guidelines for Adoption and Foster Care Settings Concerning Children with AIDS, HIV Infections and Related Conditions," 1986; and in the interests of the health and safety of the residents, staff, and guests of SAFE Haven, the following procedures regarding universal blood and body fluid precautions have been established for volunteers, staff, and residents.

Appropriate measures, such as the use of latex gloves must be taken when administering first aid, or cleaning up, that would involve potential contact with someone else's blood or other body fluids. Volunteers, staff, and residents should adhere to standards of appropriate hygiene, including hand washing with soap and water: lather for at least thirty (30) seconds, rinse for twenty (20) seconds, including nails, wrists, and backs—especially after such activities as using the bathroom or prior to handling food.

In terms of food handling:

- Wear latex or other appropriate gloves;
- Clean counter tops and cutting boards;
- Wash (and peel, as appropriate) fruits and vegetables;
- Wash hands and utensils after preparing raw meats;
- Use separate utensils for eating and serving; and
- Don't return uneaten portions already served to storage.

Heat and Humidity

Residential staff will see that the health of the persons in the care of the agency is adequately monitored and that all necessary steps are taken to ensure their safety and comfort. Particular attention will be paid to the well-being of residents, guests, volunteers and agency personnel during conditions of high heat and humidity.

Please review the following recommendations and implement them when needed.

Keep the air circulating. In areas that aren't air conditioned, make sure there are an adequate number of fans for comfort in all areas utilized. Using fans is helpful in reducing the risk of heat stroke and heat exhaustion when the air temperature is less than 90° F.

Open screened windows -- with a fan in or near the windows -- can be used during evening hours to cool the facility. Ensure that fans are not accessible to very young children.

A temperature of 78° F, with a lower relative humidity, is recommended as being cool enough in many public facilities. As a general guideline, temperatures should be maintained between 68° F and 82° F.

Draw blinds and curtains in rooms exposed to direct sunlight.

For persons taking any psychotropic medication, discontinue outdoor activities when the temperature is 90° F or above, especially when the humidity level exceeds 35%.

Excessive perspiration depletes large quantities of salt and fluid from the body. So, increase consumption of water and juices or other fluids.

Bathing in tepid water will help to reduce the body's internal temperature and increase general comfort. Although not as effective, sponge baths, ice bags and cool cloths may be helpful.

Adapted from State of Wisconsin, Department of Health and Human Services, Division of Community Services, Office of Regulation and Licensing, "Summer Heat and Humidity Advisory," July 24, 1995.

SAFE Haven of Racine, Inc. Personnel

Board of Directors

The Articles of Incorporation and By-Laws of SAFE Haven of Racine, Inc. set forth how the agency's Board of Directors operates, along with the specific duties and responsibilities of its respective members. Functions of the Board include the review and approval of the agency's mission; its goals, objectives, activities and accomplishments, including, but not limited to: Board development, marketing and public relations, fundraising, programming, grant proposals, personnel, project evaluation, and ongoing planning.

Members of SAFE Haven's Board of Directors comprise a representative cross-section of the community. New Board members receive training including: an orientation to program goals and objectives, information regarding the liabilities and responsibilities of directors, a tour of the facility, and introductions to staff and volunteers. The Executive Director reports directly to the board, and submits written reports outlining pertinent agency activities on a monthly basis.

Key Staff Members

Executive Director

Collaborating with the Director of Finance, writes proposals, submits them to prospective funding sources and pursues funding. In consultation with the board, plans, carries out and monitors fundraising activities of the agency.

Plans, develops and administers the agency's programs consistent with policies of the Board of Directors, needs of clients, and the community.

Evaluates the effectiveness of agency programs in meeting client and agency needs and effectively recommends and/or initiates program changes.

Creates and recommends, with the Board of Directors' approval, long range plans for the expansion of agency programs and services, and goals for action.

Makes referrals and maintains communication with other social service agencies as necessary to benefit clients served.

Interprets and implements recognized standards of child care and welfare.

Monitors use of the facility, assuring proper security use of property by appropriate persons, and general property control.

Defines and delegates, supervises and appraises the work of the staff. Holds periodic personal conferences with each staff member and an annual conference, at which time a thorough performance appraisal is reviewed.

Ultimately responsible for the hiring, orientation, supervision and evaluation of staff.

Supervision includes review of client files and logs, regular individual and group meetings for education, consultation, monitoring and support purposes, as well as ensuring appropriate training and probationary and yearly evaluations. Also supervises student field placements in residential program.

Participates in, develops and maintains contact in the community with business and civic leaders, and other human service organizations, interpreting the work of the agency and soliciting their interest and support.

Attends meetings, as relevant and appropriate, at the local, regional and state level.

Director of Finance

The Director of Finance is the Chief Financial Officer of SAFE Haven of Racine, Inc. S/he oversees all fiscal and accounting practices, including accounts payable, receivable, payroll and general ledger, and purchasing. Other duties include attending agency board and staff meetings, and assisting with the agency's IT technology, communications, and Web site(s) as needed.

Director of Development

The Director of Development is the lead development staff for SAFE Haven of Racine, Inc. and oversees all development policy and procedures, including fund raising, human resources and public relations. In the Executive Director's absence, s/he assumes operational responsibilities for the agency.

Basic Training Coordinator

The Basic Training Coordinator provides initial training of all SAFE Haven of Racine, Inc. personnel. S/he trains and evaluates personnel, with special emphasis on oral communication skills including active listening and role-playing. The Coordinator documents progress through written evaluations and observations. The Coordinator may also develop, plan, and conduct in-service training sessions.

SAFE Haven Youth Shelter (SHYS) Program Coordinator

The SHYS Program Coordinator manages the runaway and homeless youth shelter program at SAFE Haven of Racine, Inc. and oversees all youth shelter policies and procedures, programs, facilities, and personnel.

SAFE Haven Youth Shelter (SHYS) Case Manager

The SHYS Case Manager provides essential case management services to homeless youth in the SAFE Haven Youth Shelter.

SAFE Passage Transitional Living Program Coordinator

The SAFE Passage Program Coordinator is the manager for and transitional living services and homeless youth housed at SAFE Passage of Racine. S/he oversees all transitional living residents, staff, programs, policies and procedures.

SAFE Passage Group Specialist (Residential Case Manager)

The SAFE Passage Group Specialist is the primary staff member to provide general case management of employment readiness, search and maintenance; supervision of community service; planning and coordination of education; and primary case management of assigned clients in the SAFE Passage transitional living program.

SAFE Streets Outreach Program Coordinator

The SAFE Streets Outreach Program Coordinator is the manager for street outreach services at SAFE Haven of Racine, Inc. and oversees all SAFE Streets program services, people, policies and procedures. This position is responsible for community liaison, public relations and marketing for the SAFE Streets program.

Gang/Crime Diversion Task Force Program Coordinator

The Gang/Crime Diversion Task Force Program Director manages gang/crime diversion services at SAFE Haven of Racine, Inc. including personnel, activities, program policies and procedures. This position is responsible for community liaison, public relations and marketing for the Gang/Crime Diversion Task Force.

211 Racine Program Coordinator

The 211 Racine Program Coordinator is the manager of 211 related services and oversees all 211 program policies and procedures including dissemination of resource data from the Information and Referral (I&R) Center; maintenance of I&R databases, maintenance and reporting of data on clients and referring agencies; development and coordination of I&R training for human service providers and local businesses; establishing and maintaining community relationships, and promoting the 211 service to Racine and other communities under our area's 211 jurisdiction.

211 Racine Operators

The 211 Racine Operators are responsible for providing supportive listening, crisis intervention, and information/referrals on health and human services to individuals in need of assistance. A specially trained 211 operator – known as the “Beef” operator – is an important point of contact for gang-related concerns of youth in our community.

Volunteer Opportunities Requiring Time Commitments

Youth Advisory Board Member

Objectives

Youth participation and insight to meeting the needs of our young people and promoting their well being can be invaluable to SAFE Haven. High school students interested in providing input to SAFE Haven's programs, services, development and promotion throughout the community are invited to participate.

Whether serving on our Youth Advisory Board or as a member of the agency's Board of Directors, input from youth – especially youth who have participated in our programs and/or used our services – can be a guiding light in helping the agency do what it does even better.

Qualifications

Be between the ages of 10 and 21;
Be willing to commit for a year of service;
Be able to help others in a non-judgmental manner;
May be asked to undergo a Criminal Background Check.

Responsibilities

Attend monthly meetings of the Youth Advisory Board; and/or
Attend monthly meetings of the Board of Directors;
Participate in decision-making that serves the general interests or concerns of the organization.

Youth Peer Helper

Objectives

Youth interested in constructive activities and serving as positive role models can assist our residents in daily living skills and serve as liaisons between residents and staff. Training is provided and you may be able to earn high school credits.

Qualifications

Be between the ages of 13 and 17;
Be willing to commit to 4 hours of service per work for a minimum of six months;
Be able to help others in a non-judgmental manner;
Undergo a Criminal Background Check.

Responsibilities

Provide child care, companionship, counseling, and information support;
Serve as a mentor to children ages 5-12 and adolescents 13-17;
Be available and able to spend time with our clients during weekdays, especially.
Respect confidentiality of all SAFE Haven clients.

SAFE Passage Volunteer/Intern

Objective

To provide training to individuals age 18-21 seeking to become independent. Training is provided in employment searches and maintenance, educational planning, household responsibilities, resource (time and financial) management, and other independent living skills.

Qualifications

Be 18 years of age or older;
Complete hands-on training;
Be willing to commit to three (3) months of service;
Be able to help others in a non-judgmental manner;
Be willing to undertake a Criminal Background Check required of all agency personnel.

Responsibilities

Report regularly for scheduled shifts;
Respect the confidentiality of all program clients;
Assist clients in making positive and responsible choices;
Prepare and maintain accurate program/client records;
Assist personnel in other duties as assigned.

Street Outreach Volunteer/Intern

Objective

To provide services to youth who are truant, living on the street, in unsafe environments or other situations that may put them at risk of sexual abuse and/or exploitation.

Qualifications

Be 18 years of age and older;
Complete hands-on training;
Be able to reach out and help others in a non-judgmental manner;
Be willing to commit to a minimum of six (6) months of service;
Agree to have a Criminal Background Check.

Responsibilities

Participate in training program(s) on premises and on the streets;
Report for regularly scheduled shifts;
Respect confidentiality of all SAFE Haven clients;
Prepare and maintain accurate program/client records;
Assist youth in making positive and responsible choices;
Assist personnel in other duties as assigned.

Gang/Crime Diversion Task Force Intern/Volunteer

Objective

To assist youth at risk of gang involvement by taking a proactive approach to diversion through prevention and intervention strategies.

Qualifications

Be 18 years of age and older;
Complete hands-on training;
Be able to help others in a non-judgmental manner;
Be willing to commit to six (6) months of service;
Submit to a Criminal Background Check required of all agency personnel.

Responsibilities

Participate in training program(s) on premises and on the streets;
Report for regularly scheduled shifts;
Respect confidentiality of all SAFE Haven clients;
Prepare and maintain accurate program/client records;
Help youth in making positive and responsible choices;
Assist personnel in other duties as assigned.

Youth Shelter Volunteer Registered Nurse

Objective

To meet state requirements and regulations by providing health assessments for youth.

Assessments take approximately one hour. Pick the hours of availability for on-call assessments. Our volunteer nurses operate on a rotational basis.

Requirements

Submit an application;
Provide three personal references;
Participate in an in-person interview;
Undergo a background check required of all applicants;
Provide a copy of RN license;
Provide TB test results;
Maintain confidentiality of all clients.

Agreement of Compliance

I have read the SAFE Haven *Volunteer Orientation Manual*, understand its contents, and agree to its terms and conditions.

I agree to abide by the policies and procedures described in this manual, particularly those regarding confidentiality. I understand that any violation of these policies and procedures can result in serious consequences.

I understand that the policies and procedures listed in this manual are subject to change at any time without prior notice. If any changes are made, I will be informed of them.

I affirm that I meet the qualifications for volunteering as described in this *Volunteer Orientation Manual*, and that I have not misrepresented myself in any manner.

Should any licenses or certificates of insurance coverage be required, I will provide them promptly upon request.

I am under the age of 18 and my Parental Consent form (on the back of this page) is completed and signed by my parent or legal guardian.

I am available to volunteer on these days: _____

I am available to volunteer during these times: _____

I am available to volunteer from (date) _____ until (date) _____

I prefer to volunteer for: SAFE Haven Youth Shelter SAFE Passage Transitional Living Facility Gang/Crime Diversion Task Force SAFE Streets Street Outreach

Volunteer's Signature

Date

Supervisor's Signature

Date

This agreement is maintained in the applicant's personnel file.

Parental Consent Form

[Name] _____, has expressed an interest in volunteering with SAFE Haven of Racine, Inc.

Training will be provided before volunteers may participate in many of our programs. For example, Peer Helper program training involves empathic listening and communication skills, problem solving techniques, record keeping, referral and emergency guidelines.

All volunteers are required to respect confidentiality regarding our clients. Your child should only discuss calls, callers, or clients with SAFE Haven staff members.

Our agency is a non-profit organization funded by federal, state, and local grants. Because we have may have underage clients in residence at our agency, some volunteers over 17 years old may be required to undergo a criminal background check.

If you have any questions or concerns regarding your child's involvement with SAFE Haven, please feel free to contact our Director of Development at 637-9559, extension 2.

I consent to my child's participation as a volunteer in a SAFE Haven of Racine, Inc. program.

I also give my consent for a criminal background check to be completed, if necessary, at no charge to me or us.

Volunteer signature

Date

Parent/Guardian's signature

Date

SAFE Haven of Racine Supervisor signature

Date

**With prior arrangement through the Racine Unified School District, your child may be able to earn credit at school, by completing 160 hours of volunteer work. We urge you to check into this option.*