

Program Guidelines

Direct Service

Purpose: Prudence Crandall Center (PCC) operates a certification program to train interested persons to assist in the provisions of services to victims of domestic violence. Due to the sensitive and confidential nature of work, PCC reserves the right to refuse any potential volunteer/intern relationship at any time.

Training and Supervision: All people who work directly with victims of domestic violence must successfully complete the certification training program. This program, offered by the Center at least twice per year, requires participants to complete a minimum of 20 hours of training. Upon successful completion, participants become certified battered women's counselors, able to assist clients at the Center. All certified counselors must receive ongoing supervision to remain certified and are required to receive 6 hours of additional training per year to be re-certified as a battered women's counselor.

Eligibility Requirements:

- Must be 18 years of age.
- Must complete the application and interview process.
- Must agree to abide by the confidentiality policy and all other policies and procedures of the Center.
- Must be compassionate, sensitive, and nonjudgmental.
- Ability and desire to work with diverse populations.
- Volunteers must model behaviors that are supportive and empowering for clients to make positive life choices and achieve self-sufficiency.
- Must be emotionally and psychologically capable of performing volunteer duties. Volunteers experiencing crisis or difficulties in their own lives which interfere with their capacity for professional distancing will be temporarily re-assigned or given a leave of absence.
- A \$50.00 fee is required to participate in the Certification Training. However, \$25.00 will be refunded to you after one year of service.* There is no fee for interns.

Responsibilities:

- Must volunteer at least nine hours per month and make a one-year commitment.
- Provide support and assistance to victims of domestic violence.
- Answer the hotline and assist callers in resolving their immediate problem.
- Refer hotline callers to ongoing services at PCC for additional support if necessary.
- Meet victims at hospital, police station, or public place when necessary.
- Provide appropriate services to shelter residents and their children.
- Adhere to PCC Policies and Procedures and volunteer job description.
- Maintain a minimum of one contact per month (telephone or in person) with supervisor.
- Record monthly statistics as required.

*If you are interested in taking part in this Training for Professional Development reasons and do not wish to volunteer for Prudence Crandall, there is a non-refundable fee of \$150.00.

Program Guidelines

Non-Direct Service

Purpose: Prudence Crandall Center (PCC) operates a volunteer program to train interested persons to assist in the overall operations of the Center. Due to the sensitive and confidential nature of work, PCC reserves the right to refuse any potential volunteer relationship at any time.

Training and Supervision: All volunteers are required to complete a training process specific to the type of assignment they are interested in. Training is provided on an individual or small group basis. Upon successful completion, participants are able to provide administrative and operations support to the agency. Volunteers interested in having contact with clients must complete the certification training process (see Volunteer Program Guidelines Direct Service Volunteers). All volunteers receive ongoing supervision.

Eligibility Requirements:

- Must be 18 years of age.
- Must complete the application and interview process.
- Must agree to abide by the confidentiality policy and all other policies and procedures of the Center.
- Must be committed to the improvement of the Center.
- Ability and desire to work with diverse populations.
- Ability to work individually and as part of a team to accomplish tasks.
- Must be emotionally and psychologically capable of performing volunteer duties.

Responsibilities:

- Must volunteer at least nine hours per month and make a one-year commitment.
- Provide administrative and/or operations support to the Center.
- Adhere to PCC Policies and Procedures and individual job description.
- Honor commitments and meet agreed upon deadlines.
- Maintain a minimum of one contact per month (telephone or in person) with supervisor.

Prudence Crandall Center Volunteer/Intern Positions

Direct Service Positions:

1. **Hotline Counselor:** This position is available at the shelter. The hotline is active 24 hours per day; it is run by staff and volunteers. Hotline coverage is needed Monday through Friday from 6 p.m.-9 p.m. and at others times as needed. As a hotline counselor, you are responsible for answering the hotline, providing crisis intervention, counseling, information, and referrals to ongoing PCC services and other appropriate agencies.
2. **Adult Support Group Co-Facilitator:** This position is available in the New Britain office, Bristol office, and the shelter. The Center offers a variety of support groups to help women begin to heal from domestic violence. Support groups are designed to assist women in identifying, processing, and expressing their feelings about the domestic violence in their lives. This position works with the Intervention Counselor or another co-facilitator. The hours for this position are primarily weekday evenings. To be eligible for this position you must be willing to make a weekly commitment for a minimum of one year.
3. **Child Support Group Co-Facilitator:** This position is available in the New Britain office, Bristol office, and the shelter. Children that live in abusive environments are victims of domestic violence. The support group is designed to assist children in identifying, processing, and expressing their feelings about the domestic violence in their lives. This position works with the Child Advocate or another co-facilitator. Working as a team, activities are developed to present in the groups. The hours for this position are primarily weekday evenings. To be eligible for this position you must be willing to make a weekly commitment for a minimum of one year.
4. **Child Advocate Assistant:** This position is primarily available at the shelter. The hours for this position are flexible, depending on the activity to be carried out. Child Advocacy is a critical part of our program and requires consistency, care and flexibility. Some opportunities include:
 - Providing support and counseling to the children residing in the shelter.
 - Facilitating and participating in structured recreational activities.
 - Accompanying the Child Advocate and providing transportation on special trips with the children to the beach, park, etc.
 - Helping children with homework /school projects.
 - Taking children for walks.
 - Supervising children in the playroom and/or the backyard.
 - Reading books to children.
5. **Transportation Assistant:** This position is designed to assist clients, primarily emergency shelter residents, by providing them transportation. Many of our clients do not have access to transportation, which can greatly complicate their ability to find a

job, access services and search for permanent housing. As a Transportation Assistant you will provide transportation to clients that allows them to reach the goal of self-sufficiency.

6. Office Assistant: This position is available primarily at our administrative office and is responsible for assisting with answering the phones, filing, coping, filing, faxing and other administrative functions as needed. This position is available during regular office hours, 9 a.m.-5 p.m. Monday through Friday. Special projects may be completed at other times or at home as available.
7. Family Violence Victim Advocate Assistant: This position is available in the Bristol, Meriden and New Britain Superior Courts and is responsible for assisting the Center's Family Violence Victim Advocates with providing services to victims of domestic violence with criminal and/or civil court matters. This position is available during regular business hours, 9 a.m.-5 p.m. Monday through Friday.

Non-Direct Service Positions:

1. Green Thumbs: This position is available at the shelter and is perfect for those of you who enjoy gardening and the outdoors. The shelter has a small front yard and a large backyard that needs regular maintenance and grooming. As a green thumb, you can help us beautify the house and grounds at your convenience by raking, gardening, mowing etc. The hours for this position are flexible to accommodate your schedule.
2. Maintenance Assistant: This position is available at the shelter and is perfect for those of you who enjoy fixing things, painting or cleaning indoors or outdoors. The shelter is home to more than 200 people per year and needs regular maintenance and grooming. The hours for this position are flexible to accommodate your schedule.
3. Special Events Assistant: This position is available at the New Britain office as well as various event sites. The purpose of this position is to plan and execute events within the communities we serve that are designed to raise funds and generate community awareness that benefit the Center. Activities may include all aspects of planning and implementing events including soliciting and picking up donations. The hours for this position are flexible based on event scheduling.

If you are interested in one of these positions, or have another idea to help the Center please mail, fax or e-mail the application and reference permission form to:

**PCC
Certification Training
P.O. Box 895
New Britain, CT 06050**

**Fax (860) 826-4994 Telephone (860) 225-5187
e-mail: helppcc@cttel.net**

**Prudence Crandall Center
Certification Training Application**

Name _____ Date _____

Address _____

City _____ State _____ Zip _____

Place of Employment _____ Title _____

Work Address _____

Phone #s: Home _____ Work _____

Pager/Cell _____ For Students, Local # _____

E-mail: _____

How did you hear about Prudence Crandall Center?

How long do you expect to work with the Center?

Please list previous volunteer/intern experience and describe volunteer work.

Have you ever worked with diverse populations? Yes _____ No _____

Please Describe:

What does confidentiality mean to you? Please explain.

What volunteer positions are you interested in?

- Hotline Crisis Counselor
- Adult Support Group Facilitator
- Child Support Group Co-Facilitator
- Child Advocate Assistant
- Family Violence Victim Advocate Assistant
- Green Thumbs
- Shelter Maintenance
- Special Events
- Transportation
- Office Assistant
- Other, please specify:

What days/times are you able to volunteer?

Please describe your ability to have a non-judgmental approach when volunteering.

Please list any degree or certificates that you have acquired or currently working on.

Please describe any experiences or training you have related to the position you are interested in (i.e. group facilitation, counseling, public speaking, gardening, plumbing, etc.):

What languages do you speak other than English?

Describe your hobbies, special interests, activities, and/or organizations/clubs you belong to:

Additional Comments:

Prudence Crandall Center

Reference Permission Form

Because Prudence Crandall Center (PCC) handles confidential information, we ask that you allow us to contact two (2) people who have known you for at least one year and who are not related to you. One reference should be your employer.

Reference #1:

Name: _____ Job Title: _____

Address: _____

Telephone numbers: _____

Good times to call: _____

How do you know this person? _____

For how long? _____

Reference #2

Name: _____ Job Title: _____

Address: _____

Telephone numbers: _____

Good times to call: _____

How do you know this person? _____

For how long? _____

I, _____ give permission for Prudence Crandall Center to contact the above people. I understand that this information will be used to help determine my appropriateness as a PCC volunteer/counselor and will remain confidential.

Signed: _____ Date: _____