

# **Walnut Avenue Women's Center Volunteer Handbook**

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## ***1. Introduction***

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# **1. Introduction**

## A. Who We Are:

Walnut Avenue Women's Center (WAWC) is a nonprofit organization that prides itself on a strength-based, self-sufficient and mutual-support model that is utilized throughout the organization.

### Our History

For over 75 years, the Walnut Avenue Women's Center has helped women, children, and families lead healthy, happy and productive lives. Our interactive programs aim to improve the economic, physical, and emotional well-being of women, children and teens. Founded as the YWCA in 1933, the Women's Center was renamed in 1994 to better reflect the programs offered in our community's needs. The women's center serves over 3,000 women, children, and families each year.

### Our Vision

The Walnut Avenue Women's Center encourages women and their families to take control of their lives through personal action and leadership. Our circle of caring philosophy means participants receive nurturing and support and, in turn, provide leadership and assume responsibility throughout the organization. The sharing of resources on all levels create a caring atmosphere which supports and inspires women in transition to take risks, make change, and move forward. The Walnut Avenue Women's Center is dedicated to being a safe place for all individuals, groups and communities. We respect the value of each human being and are active in protecting and promoting diversity. The Walnut Avenue Women's Center provides a kaleidoscope of programs and services including: early childhood education, family literacy services, domestic violence services, youth development services, community and resource development.

## B. The Walnut Avenue Women's Center Mission Statement:

**To provide high-quality support and services so women, children and families have the opportunity and skills to thrive.**

Although our mission has not truly changed over the last seven decades, it has expanded to address the changes in women's, children's, and families' lives. Much of this expansion is in response to the evolution of the many forms of our communities cultural, economic, gender, and ethnic diversities. Issues such as child care, parenting, and economic security, parenting/pregnant teens, health issues, domestic violence awareness & prevention, and advocacy are now our primary focus. WAWC takes a proactive stance in reaching underserved populations. Many of the women who come to WAWC are from underserved populations due to poverty, early pregnancy, homelessness and/or domestic violence. Through our evaluation process, we have learned to listen, to see what the

needs of our families are and how to meet them in ways that help them to rebuild and restore them from themselves.

#### C. The Walnut Avenue Women Center Philosophy:

*Our philosophy is one of empowerment and support.*

*We believe in the basic dignity of the individual.*

*Freedom from fear of violence, abuse and oppression is a right every person must recognize and respect.*

*Violence of any kind is NOT an appropriate means of expression or resolving conflict.*

*We recognize the need for survivors of violence to discuss their experiences with persons who are sympathetic and sensitive to the seriousness of those experiences.*

*We believe that it is crucial that survivors are encouraged to make decisions for the themselves and we emphasize our sincere belief in their ability to do so.*

*We believe that many cruel myths surrounding battering, rape and child abuse must be dispelled. Education on the realities of these crimes is vital to the process of eliminating them.*

*We believe children have the fundamental right to safety, dignity and respect, as well as equality. They have the right to express themselves, to be heard and to live in a nonviolent environment.*

#### D. Our Purpose:

1. To provide immediate assistance to survivors of domestic violence; and to
2. Strive toward the complete elimination of all societal conditions that cause violence to exist.

#### E. Volunteer Qualities:

The Walnut Avenue Women's Center is looking for volunteers who are willing to grow and learn, who are able to accept and return healthy feedback, who have a sense of humor, and who have a desire to help others. We are seeking individuals interested in and able to work on self-care issues and you have the ability to set and maintain boundaries. Volunteers will be expected to make and maintain a minimum time commitment to WAWC and to abide by the policies and procedures of WAWC.

#### F. Nondiscrimination Policy:

Walnut Avenue Women's Center does not discriminate against any employee or applicant form climate or volunteer because of race, color, creed, national origin, ancestry, disability, medical condition, (cancer related in genetic characteristics), marital status, sexual orientation, age (over age 18), veteran status, gender, pregnancy, or any other non-merit factor on related to job duties.

Such action shall include, but not be limited to the following:

Recruitment; advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training (including apprenticeship); employment, upgrading, demotion, or transfer.

The agency has posted notices setting forth the provisions of this nondiscrimination policy in conspicuous places available to employees & volunteers and applicants for employment.

No participant or a person shall, on the grounds of race, color, creed, religion, national origin ancestry, disability, medical condition (cancer related in genetic characteristics), marital status, sex, sexual orientation, age (over age 18), or veteran status be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any program of this agency.

#### G. Complaint Procedure:

Walnut Avenue Women's Center has written complaint procedures regarding the nondiscrimination policy above. If you feel you have been discriminated against, please fill out a complaint form (available at the front desk) and ask to speak to the supervisor of the person against whom you are complaining. You have the right to complain without the person you are complaining against being present. If you speak Spanish, and the person you must complain to is not a Spanish speaker, the agency will provide a translator. If you are complaining about a policy or procedure, please ask to speak to the Executive Director. Please describe your complaint and tell us what you would like us to do to rectify the situation. If the problem cannot be resolved by the supervisor of or Executive Director, you will be invited to speak about your complaint to the Board of Directors. The decision of the Board of Directors will be final. If the policy or procedures are not clear to you, please feel free to ask any staff member questions about them.



## ***2. Ethical Standards***

***A. General Standards***

***B. Improper Conduct***

***C. Boundaries***

***D. Evaluation Procedures***

***E. Volunteer Grievance Procedure***

***F. Disciplinary Procedures***

***G. Termination Procedures***

## **2. Ethical Standards**

### **A. General standards:**

*The Walnut Avenue Women's Center is an agency that adheres to accepted, professional, clinical and ethical standards; and to maintaining an environment that is safe for staff, volunteers and clients. Employees in all categories of volunteers (i.e., Hotline, Board of Directors (BOD), group facilitators, office support, etc.) are expected to conduct themselves at all times in a professional, ethical and responsible manner. Any concerns regarding the volunteer's behavior will be brought to the attention of that person's supervisor for consideration of appropriate action (i.e., BOD volunteers to the executive committee or to the BOD as a whole, any volunteer to the volunteer coordinator sends the appropriate program director). For the purpose of this statement on ethical standards, the term "paid staff" refers to employees of WAWC. The term "staff" refers to Board of Directors members and all volunteers.*

## **3. Personal Conduct of Volunteers**

### **Personal appearance of volunteers**

#### **Policy:**

The WAWC shall devise standards of dress and grooming which are appropriate to the work environment into the performance of the job. Specific program standards are available so please see department managers for full descriptions.

#### **Procedure:**

Each volunteer is expected to exercise good judgment and common sense in determining what is considered to be in good taste by the community and the work environment. Please dress appropriately for representing our organization. If there is any issue with your choice of appearance your direct supervisor will discuss it with you.

**Flip-flops, longtime sandals, sandals that do not attach to/around the ankle are not appropriate footwear while volunteering at WAWC. Please, choose shoes that are comfortable and safe when volunteering at WAWC. Slides, high heels and open toed shoes are not recommended. Tank tops, low tops or pants, and tight fitting clothing is not appropriate clothing for volunteering.**

### **Harassment**

#### **Policy:**

The WAWC is committed to protecting the rights and dignity of each individual it serves and of every volunteer who provides those services. A fair and productive working environment shall be maintained, free of unlawful and improper harassment. Offenders are subject to disciplinary action.

## **Procedures:**

1. Harassment may be defined as unwelcome or unsolicited verbal, physical or sexual conduct which:
  - Is made a term or condition of volunteering;
  - Is used as the basis for volunteering decisions;
  - Creates an intimidating, hostile or offensive working environment.
  
2. Some examples of what may be considered harassment are the following:
  - Verbal harassment- derogatory or vulgar comments regarding a person's race, sex, religion, ethnic heritage or physical appearance.
  - Distribution of written or graphic material having the same effects.
  - Physical harassment-hitting, pushing or other aggressive action or threats to take such action.
  - Sexual harassment-unwelcome sexual advances or comments, gestures or physical conduct of a sexual nature.
  - The use of one's authority and power to coerce another individual into sexual relations or to punish the other for his or her refusal.
  
3. Harassment is misconduct, which will not be tolerated. If harassment is personally experienced, a supervisor or the executive director is to be contacted immediately.

## **Substance Abuse**

### **Policy:**

The WAWC will not tolerate the use, sale, dispensing, or possession of illegal drugs, narcotics or alcohol on its premises.

### **Comments:**

Volunteers should understand that appropriate reporting action will be taken in cases of drugs, narcotic or alcohol usage/sale/possession.

## **Smoking in the Workplace**

The use of cigarettes/cloves/natural cigarettes/cigars/etc. or the possession of chewing tobacco/rolling papers/loose tobacco/tobacco smoking pipes all apply to the following policy and procedures at WAWC.

**Policy:**

The WAWC will comply with state and local laws affecting smoking in the workplace and will meet the OSHA requirements for an employment site free of hazards.

**Procedures:**

1. Smoking is prohibited within any building or office being used by or for WAWC programs or activities. Smoking is prohibited within sight of any of the WAWC Early Childhood Education Centers and/or their children.
2. Distribution of any type of tobacco product to any persons under the age of 18 is illegal and will be reason for immediate termination of a volunteer.
3. The designation of smoking areas for WAWC premises is an administrative decision. WAWC does not have a designated smoking area.
4. Volunteers who violate established smoking rules shall be subject to the disciplinary procedures of the WAWC.

**B. Improper Conduct**

Improper conduct during affiliation with WAWC includes, but is not limited to, the following:

1. Encouragement of callers to consume alcohol or drugs (including knowing a caller has done so but not taking appropriate action, e.g., taking her to a Safe-home anyway).
2. Consumption of any amount of mind altering substances (including, but not limited to: alcohol, illegal drugs, prescription pain relievers, or any other substances that would affect work performance) for 8 hours prior to working, during working hours, or on backup.
3. Inattention to duty (including, but not limited to: absenteeism, failing to debrief, failing to follow procedure and policy, inability to follow instructions, failing to keep time commitments).
4. Disregard of agency or stated supervisory expectations.
5. Breaking the personal, clinical organization of confidentiality of paid staff, BOD, volunteers or claims to individuals or organizations outside of the agency; or outside a particular facet of the agency, and less governed by specific agency policies already in place, (i.e., suicide reporting, child abuse reporting).
6. Solicitation of money, goods or services, in the name of WAWC for purposes other than projects approved by the agency.

7. Misuse of, willful, or careless damage to, or theft of organization property.
8. Falsification or omission of pertinent information in the volunteer process.
9. Paid staff is specifically prohibited from developing an ongoing counselor client relationship with volunteers of the staff.
10. Violation of professional boundaries and staff - client relationships.

### **C. Boundaries**

The establishing and maintenance of professional staff/client boundaries serves two major purposes:

1. Assurance for staff that they will uphold professional and ethical practices; and
2. Assurance that clients will experience clarity in their relationships with staff.

Maintenance of professional boundaries is the responsibility of staff and volunteers. Reasons for maintaining professional boundary include:

1. **Maintenance of the empowerment efforts of staff.**  
In order to play an empowering role with participants, staff must maintain their objectivity and be free to assess participants needs and behaviors with logic and reason. Becoming “friends” with participants, accepting or giving personal favors, or singling clients out for “special” attention jeopardizes the staff’s ability to do this. (Becoming attached to or involved with participants can result in our becoming angry or resentful if they do not live up to our expectations.)
2. **Avoidance of codependency and/or enabling.**  
Although we may sometimes wish to save clients from the consequences of their behavior, relieve the pain caused them by significant others, or in some way make their life less stressful, we must guard against enabling or feeding into their expectations that we must “make things better”. Our participants’ major goal is to learn to handle setbacks, frustrations and pain and healthy, autonomous ways. We are not really helping them when we bail them out or protect them against what we may perceive as unfair treatment from others.
3. **Avoidance of establishing a participant as “special”.**  
Consciously or unconsciously, many participants seek to feel “special”. They want to be “better than”, “worse than”, or “different from” their peers. While we recognize the individuality of each participant, we do our participants a disservice by encouraging “special” status. Spending more than the usual amount of time with the participant, sharing details of our personal lives with them, or bending the rules for them, or giving them a “special” status is not healthy for them. The potential exists for us to confer “special” status on those we like and on those that we dislike.

## **(Boundaries continued):**

There must always be a clear separation between staff and participants. Three factors make this task particularly difficult.

1. Our relationships with our participants are, by nature, intimate. We are privy to their joys, their secrets, their strengths and weaknesses, their successes and failures.
2. Our participants are characteristically in need. Consciously or unconsciously, they want us to fill a variety of non-empowering roles for them.
3. As people in a helping profession, we may find ourselves wanting to do something extra for participants or to spend extra time with a particular participant. We may feel a special connection to or identify in a special way with one of them.

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Participant/staff boundaries need to be maintained with both current and former participants in order for WAWC services to remain available for future use by former participants, should they ever seek them out. A former participant is one who has received any services in the past year preceding the beginning of any other kind of relationship. It is still imperative that confidentiality be maintained.

The following list of behaviors is meant to serve as a guideline for the maintenance of professional boundaries. No list could possibly cover all situations. If you are unsure about a course of action, consult with your supervisor.

Staff may not knowingly create any of the following situations in relation to current or former clients as a result of contact through WAWC:

1. **Giving or Receiving Personal Favors or Gifts.**  
Examples: Receiving or giving transportation outside of program norms or doing volunteer stuff on free time; making music tape/CD for or receiving them from client; making available personal belongings for participants; buying for/or with participants; making bets with participants.
2. **Giving or Receiving Employment outside the Agency.**  
Examples: hiring a participant or former participants to paint your house; accepting part-time work from a former participant.
3. **Giving or Receiving Personal Services.**  
Examples: having your hair cut by a participant or former participant (unless the participant's business as such); being paid for volunteering to repair a participant's car.

4. **Spending Time outside of Program Norms.**  
Examples: spending your free time with a participant or former participant; spending noticeably more time with one participant more than others; providing extensive counseling time to another staff person's participant.
5. **Revealing Confidential Material.**  
Examples: giving out one's own or another's staff's home/cell phone number or address to a former participant; sharing information about a former participant with a current participant or vice versa; telling participate in "A" about an interview done with participant "B".
6. **Knowingly Establishing a Personal or Sexual Relationship with a Participant or Former Participant.**

#### **D. Evaluation Procedures**

Volunteers who were on probationary status (see disciplinary procedures) may be subject to more frequent evaluations. Types of evaluations include:

##### **Feedback Meeting:**

The volunteer will discuss their performance and goals with the supervisor and receive a copy of their feedback and evaluation form. Volunteers have an opportunity to add their own comments to the feedback form. A copy of this form will be kept in their personnel file. The volunteers will also be given an assessment form, so they can give feedback to the agency.

##### **In-Depth Feedback Meeting:**

In addition to the above, a more intensive meeting may be necessary when there are updates in resource or policy and procedure manuals, concerns about a volunteer's performance or retraining issues. All supervisors of the volunteer should be present at in-depth meetings, so that the volunteer can ask questions, get feedback and give feedback.

##### **Probationary Feedback Meeting:**

When a volunteer is on probationary status, an interim evaluation will be done to determine their progress in meeting the goals of their probation. This meeting may cover retraining of the volunteer, specific steps to resolve issues that led to probation or other issues pertaining to the volunteer's performance while on probation.

##### **Exit Interview:**

An exit interview is conducted when the volunteer resigns or is terminated from WAWC. The interviewer and volunteer will discuss the reasons why the volunteer is leaving, go over any tasks or projects left unfinished and whether or not references are requested by the outgoing volunteer. Letters of reference, if applicable and requested in advance, will be provided at the interview.

## **F. Volunteer Grievance Procedure**

WAWC recognizes that problems, interpersonal conflicts and communication barriers can occur in the workplace. This policy is designed to provide staff members with a way to resolve problems in a non-adversarial way.

Most interpersonal problems can be resolved informally through dialogue between a volunteer and the immediate supervisor. If the problem cannot be resolved with the help of a supervisor, the volunteer may complete a problem-solving statement and submit it to the Executive Director. The Executive Director will then arrange a meeting with the volunteer and his/her immediate supervisor.

The Executive Director may prepare a written summary of the meeting, including recommended actions to resolve the problem. This summary must be signed by both parties involved within five working days, only to show that the meeting actually occurred.

## **G. Disciplinary Procedures**

Disciplinary action may be taken for inability to follow procedures and policy. Action may take several forms, all of which are designed to help the volunteer work out issues and continue at WAWC where possible.

For most disciplinary problems, the following course of action will be followed:

1. Talking to the volunteer about the problem
2. Verbal warning
3. Written warning
4. Meeting with appropriate supervisors and any affected persons
5. Probation area., if appropriate, including additional training, reading, leave of absence or other measures which supervisors feel would be helpful to the volunteer in resolving performance issues.
6. Probationary feedback meeting
7. Dismissal or disqualification for a particular position or from volunteering at WAWC in any capacity.

The more serious the problem is to the functioning of WAWC and to our participants, the more serious the discipline will be the first time a problem occurs. Sometimes, appropriate steps may be combined. For example, a written warning may be given at the same time as a meeting with supervisors to discuss the problem.

Volunteers will be disqualified or dismissed immediately for breaking confidentiality, for the use of drug/alcohol while at or while for presenting WAWC, or inappropriate behavior or attitude while working at WAWC. Setting and maintaining boundaries around time commitments, personal issues, personal space and appropriate relationships with participants, volunteers and staff is very important at WAWC. Failure to set and maintain appropriate boundaries or to respect others' boundaries is cause for discipline,

disqualification or dismissal. This issue will be covered more during training. Disqualification from one position may not disqualify that person from volunteering at WAWC . A volunteer may be disciplined by being transferred to another position within WAWC.

## **H. Termination Procedures**

Volunteers are asked to give at least two weeks notice when they are leaving WAWC. This period is needed to make sure the necessary steps can be taken to fill that volunteer's job.

An exit interview will be scheduled (see evaluation procedures). If WAWC initiates the termination, the termination will be effective immediately and the exit interview, if possible, will be conducted at the time of termination. All keys must be returned at the time the volunteer leaves WAWC, along with any other WAWC property, including files and paperwork.



### **3. General Requirements for WAWC** **Volunteers**

***A. Application***

***B. Your agreement with WAWC***  
***(mission statement, philosophy,***  
***policies & procedures)***

***C. Background Check***

***D. Training***

***E. Volunteer Agreement***  
***(sample form)***

### **3. General Requirements of WAWC Volunteers**

#### **1. Application:**

Applicants must first complete an application for volunteer positions. Applications include some personal information, questions concerning the potential volunteer's background, knowledge of domestic and sexual violence issues, questions related to WAWC mission statement and beliefs. The applicant will be scheduled for an orientation, to see if the person is a good match for WAWC. A placement interview conducted after all volunteer training is completed to decide which position/positions an applicant is best suited for.

#### **2. Agreement with WAWC mission statement, philosophy, policies and procedures:**

Volunteers will receive a copy of the WAWC mission statement, philosophy, policy and procedures during their initial interview. Volunteers will sign that they abide by fundamental principles and policies of WAWC. The volunteer agreement includes a statement of confidentiality, statement of accountability and an agreement to abide by the drug-free workplace policy.

#### **3. Background:**

A background check will be done in all volunteers. For childcare and direct service volunteers this will include a criminal history check. Each person's will be taken in context and some convictions may not necessarily prevent a person from volunteering at WAWC. All volunteers must provide at least two personal and professional references of people that have known them for at least the last two years. *A potential volunteer must not have received services provided by WAWC within the previous 12 months of their application.*

#### **4. Training:**

Volunteers must attend an initial orientation, covering general information about WAWC programs. Domestic violence advocates, hotline volunteers, direct service volunteers, childcare volunteers & youth mentors must also complete additional training covering domestic violence, communication, working with youth & children. These trainings are offered twice annually. Existing volunteers are encouraged to attend trainings to refresh and/or improve their knowledge and skills.

(A copy of the code of conduct will be signed by each volunteer and placed in your volunteer file.)

## Walnut Avenue Women's Center Code of Conduct

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**"The Walnut Avenue Women's Center (WAWC) is dedicated to making a safe place for all individuals, groups and communities. We respect the value of each human being and we are active in protecting and promoting diversity. Behaviors that perpetuate hate will not be tolerated. We will not know peace until each person is respected."**

As a volunteer or paid staff member of WAWC:

\_\_\_\_\_ I agree to uphold WAWC philosophy as outlined in the  
Staff / Volunteer Employee Handbook and Policies and Procedures (PP&P  
Initials 1:01, 1:02, 2:01)

\_\_\_\_\_ I agree to maintain a professional behavior that promotes  
Staff / Volunteer a safe and supportive work environment; including the  
Initials appropriate use of language and discussion topics.

\_\_\_\_\_ I agree to uphold WAWC policy regarding agency  
Staff / Volunteer property as outlined in the Policies and Procedures (PP&P  
Initials X)

\_\_\_\_\_ I agree to abide by WAWC's Drug-Free Workplace Policy  
Staff / Volunteer as outlined in the Policies and Procedures (PP&P 5:05)  
Initials

\_\_\_\_\_ I agree to be punctual and call my supervisor and the  
Staff / Volunteer center if I am going to be more than 10 minutes late or  
Initials absent.

\_\_\_\_\_ I agree to communicate respectfully with others and  
Staff / Volunteer take responsibility for my own emotions and behaviors.  
Initials

\_\_\_\_\_ I agree to use "I" statements and not to make  
Staff / Volunteer assumptions about others when communicating with  
Initials members of WAWC.

\_\_\_\_\_ I agree to communicate verbally in order to resolve  
Staff / Volunteer conflict.  
Initials

\_\_\_\_\_ I agree to work as a team member with all staff and  
Staff / Volunteer volunteers to ensure services to the community.  
Initials

\_\_\_\_\_ I agree to promote a positive image of WAWC within the  
Staff / Volunteer community.  
Initials

\_\_\_\_\_ I understand I am *always* a representative of WAWC and  
Staff / Volunteer my actions and behaviors reflect upon the agency.  
Initials

I understand that violations of the code of conduct may lead to disciplinary actions, up to and including immediate discharge.

\_\_\_\_\_  
**(Print Staff / Volunteer Name)  
Date**

\_\_\_\_\_  
**Signature of Staff / Volunteer**

\_\_\_\_\_  
**(Print Director Name) Date**

\_\_\_\_\_  
**Signature of Director**



## **4. WAWC Programs**

***A. Program Descriptions***

***B. Volunteer Opportunities***

***C. Volunteer Job Descriptions***

## **4. WAWC Programs**

### **A. Program Descriptions**

#### **Domestic Violence Department**

##### **DOMESTIC VIOLENCE SERVICES**

##### *Peace Begins at Home*

Our approach to domestic violence services is a social-educational model that necessitates integrating change on a personal, social, cultural & institutional level; addressing the attitudes, behaviors, beliefs, values, conditions & environments that condone violence.



##### **Direct Services: Bilingual in English & Spanish**

- **Crisis intervention counseling via a 24-hour hotline**  
Crisis intervention counseling, support, resources & referrals and safety planning for survivors & their allies.
- **Walk-in one-on-one peer counseling**  
Trained domestic violence advocates offer a non-judgmental environment for participants to talk about their experiences and weigh their options. Participants are supported to understand the dynamics of abuse and its' impact on their lives, nurture self-esteem, set healthy boundaries, develop safe coping skills, assess risks and create a safety plan to address their emotional, mental, spiritual and/or physical safety . Information, resources and referrals to other agencies are available as needed.
- **Legal Advocacy**  
Our advocates assist with the preparation of restraining order paperwork and provide court accompaniment to restraining order hearings and custody mediation at no cost to our participants. Advocates may also act as liaisons between participants and members of the criminal legal system.

- **Support groups:**  
We offer 6 support groups to the community. Our support groups provide a safe and confidential environment for women to meet others who have faced similar challenges and gain knowledge and tools for empowerment.
- **Emergency interim shelter & Safe homes**  
Off site emergency interim shelter programs offer short term housing as participants' transition to a safe living environment.
- **Clinical Counseling Program**  
Individual Counseling is available for women and children on an affordable sliding scale. Post traumatic stress, depression, and trauma recovery are some of the many issues that may be addressed with a therapist.  
  
Groups for children ages 8-11, support children to address identifying & coping with emotions that result from exposure to domestic violence and trauma.
- **Resources and referrals**  
Participants are given Information and referrals to other community agencies; to assist them to meet their needs and reach their goals.
- **Emergency food and clothing**  
All participants in WAWC services have access to emergency food and our clothing / donation barn in addition to the Make a Match program for larger household establishment items.

**All of our support services are provided in English & Spanish.**

### **Domestic Violence Education & Prevention Programs**

- **Community education on domestic violence**  
Educational in-services and trainings on domestic violence and how to be an ally are available to agencies, businesses, schools and organizations.
- **Career advancement workshops & Life skills training**  
Offer practical information to prepare women for joining the workforce.
- **Advocate Training & Internships**  
Attend our training to become a certified Advocate for Survivors of Domestic Violence & contribute to empowering the lives of families impacted by abuse an intern with WAWC via hotline, court accompaniment, support group facilitation or community education.

## **YOUTH DEPARTMENT**

The youth programs at The Walnut Avenue Women's Center were created in response to the increasing rates of teen pregnancy in Santa Cruz County, as well as an overwhelming need among our participants for further support for their children. The first program we offered was a pregnancy prevention workshop called "I Decide", a comprehensive sexuality education workshop for junior high school students. Recognizing further need, the WAWC created "Wise Guys" and "Girl Talk", two support groups designed for teen and adolescents who need a little extra support or whose lives have been impacted by domestic violence. Working closely with youth in these two programs gave us the opportunity to hear about the issues that they face every day.

Our Youth Department staff work diligently, both internally, as well as with youth in our community to develop an innovating and flourishing programs that offer education, support, and services on many different levels. Today, WAWC Youth Programs are recognized locally, as well as statewide, for being the authority on issues surrounding dating violence, teen pregnancy, domestic violence education & intervention, as well as healthy relationships.

Our objective is to build assets among the youth in our community, provide an atmosphere that grows self empowerment, and raise expectations of respect and standards for healthy relationships.

### **Support Groups:**

**"Girl Talk and Wise Guys"** - Support groups for youth that have been impacted by domestic violence or who need a little extra support.

### **Youth Empowerment:**

\***YAC** - Youth Adventures Club is a recreational club for youth who are involved in the programs and workshops offered through WAWC.

\***Girlzpace** - An evening program high school girls that focuses on developing healthy decision making, leadership, building self-esteem in young women. We have 3 sites across Santa Cruz County and each site is open one day a week offering Interactive workshops, community activism, and recreational activities.

### **Mentoring:**

**One on One Mentoring** - Links youth who have been impacted by domestic violence with trained adult role models. This program is for both teen boys and girls.

### **Education Workshops:**

**"I Decide", Live In Your Skin, and Healthy Relationships**

## **Early Childhood Program**

The Walnut Avenue Women's Center provides Early Childhood Education services that are carefully designed to meet the needs of children and families who have experienced domestic violence or who faced adverse circumstances such as adolescent parenting (Teen Moms), poverty or illiteracy. Every effort is made to provide seamless services for families with children from two weeks old to entering kindergarten. Three separate facilities comprise our innovative education system. **The Teen Age Parents Program (TAPP)**, located at Santa Cruz High School, has two facilities: the **TAPP Newborn Center**, located next to the teenage parents classroom, serves eight infants, and the **TAPP Toddler Center**, located on the high school campus, serves 15 toddlers. The **Downtown Children's Center**, also located At Santa Cruz High School currently serves 16 children ages 2-5 years old, and will be expanding to serve 32 children. We also have a community infant room serving 10 infants at 120 Weeks St.

Teachers at all of our centers use developmentally appropriate curriculum to support healthy child development. We **believe that a parent is the child's first, best and enduring teacher**, and therefore worked very closely with the families to develop curriculum and activities for their children. Our Early Childhood Education Centers provide safe and nurturing environments that promote the social, intellectual, physical and emotional development of every child.

### **TAPP: Teen Age Parents Program**

Located at Santa Cruz High School, the Teen Age Parents Program provides subsidized childcare as well as academic courses for teenage parents.

### **TAPP Newborn Center**

The TAPP Newborn Center keeps teenage parents in school by providing childcare, academic support in a positive environment that nurtures the healthy development of both parent and child.

Parents can breast-feed and visit their children at any time, while continuing their own education in a supportive environment.

### **TAPP Toddler Center**

Once children reach 10 months of age, they may attend TAPP Toddler Center. It is our goal that upon emerging from the TAPP program, parents and children will be ready for the next stage of life, work and learning, and will have developed healthy patterns.

This program is especially valuable to young parents who need an opportunity to stay

focused on classroom material while maintaining their own social support networks.

### **Downtown Children's Center**

When children reach the age of two years old they may attend the Downtown Children's Center. It is our goal that every child will enter kindergarten well prepared, ultimately increasing their chances for success in their primary and secondary education.

### **Meeting the Needs of Families**

- The majority of our parents and children are Spanish speaking as is our early childhood education staff; our teachers are 90% bilingual in Spanish and English.
- The TAPP Newborn Center is open during school hours and accepts very young infants in order to help parents meet the academic and attendance requirements of the high school.
- The TAPP Toddler Center and Downtown Children's Center are open from 7:30 AM-5:30 PM.

Our developmental philosophy is child centered or "emergent", meaning curriculum and activities are designed and implemented to complement the current interests of the children, not the program. For example: When a child brings an orange to the group, we have the unique opportunity to create curriculum around that orange.

## **Family Literacy (Even Start)Project**

Even Start is a family literacy program that supports parents and children as they learn how to read, write and use computers. The mission of Even Start is to help families thrive in our society; where basic written and spoken communication skills are necessary for professional and educational success. Through lively interactive workshops, parents are given the skills necessary to succeed in a competitive job market of Santa Cruz County, and children receive the extra support they need in order to keep up in their elementary school courses.

### **The Four Components of Even Start**

\*Early Childhood Programs-Even Start provides quality childhood education for participants. (For description of programs see Early Childhood Education section of this handbook)

\* Our care providers use developmentally appropriate curriculum that focuses on the child's overall cognitive, social, emotional and physical development. Care providers often read to the children.

### **Parenting Education**

\* Even Start offers workshops and Support Groups for participants who need assistance on positive parenting skills.

\* The Parenting Education groups offer support and ideas on how to effectively prepare their children for kindergarten.

\* Tutoring and support services are offered to parents as they learn English.

### **Adult Education**

\*Adults are encouraged to establish their own educational and/or professional goals throughout the program.

\* Staff members are trained to help adults achieve any type of goal, such as attending ESL Classes, working towards a GED, attending job-training courses or working towards getting a Bachelor's degree.

### **Parent and Child Activities**

\*Even Start offers weekly parent-child literacy activities at all of the Walnut Avenue Women's Center Early Childhood Education Centers.

\* These activities are designed to blend learning with playing in a fun and supportive environment that encourages the development of literacy skills.

\* Every month Even Start hosts Family Literacy Night where parents and their children dine together and participate in a variety of literacy activities such as storytelling, art projects and math activities.

## **Parents As Teachers (PAT)**

Parents As Teachers (PAT) is a voluntary education and support program that gets parents involved in every aspect of their child's early education. The fundamental principle behind PAT is that parents are their children's first and most influential teachers. That is why the PAT program helps parents find the resources, education and self confidence they'll need to help their child achieve academic success.

- PAT is utilized in all three of our Early Childhood Education Centers, promoting family involvement and literacy throughout the early development of the child.

- A principal aspect of the PAT program is the home visitation services. Parent educators make regular home visitations to participating families in order to provide personal coaching for parents as well as monitor success rates.

- With the Born to Learn Curriculum, parent educators help parents develop age-appropriate methods of raising their children.

- PAT fosters individual family strengths so that they become assets for their child's healthy development.

## **Advantages of Even Start**

- \*Even Start is totally free to participants at the Walnut Avenue Women's Center.

- \* Even Start is facilitated by highly qualified teachers and guest speakers with years of experience on family literacy.

- \*Parents receive free teaching materials to take home and work on with their children.

- \*Parents have the opportunity to receive referrals to other services and resources available throughout Santa Cruz County.

## **Even Start operates on a number of fundamental principles. For example:**

- \* Children are born learners.

- \* Children learned the most from people they love: their parents.

- \* All parents deserve support in their parenting role.

- \* Diversity and cultural differences are valued.

- \* Children are our future.

## **Development Department**

Putting pieces back together after leaving a domestic violence situation is one of the hardest things our participants have to face. In addition to her physical and emotional health, a woman must often negotiate the philosopher home and financial support. Participants who are also mothers have even more hardships to face. The Development Department (formerly known as family support services) helps make this transitional period as easy as possible. We offer families the essentials - food, clothing, diapers and household items. Through a number of collaborations with state-funded organizations and local businesses, we are able to provide the participants with free groceries, business close, clothing vouchers, furniture, appliances and other household items.

The Development Department coordinates and oversees our fundraising event in annual celebrations including:

- \* **Thanksgiving Turkey Drive (November)**
- \* **Holiday Adopt-A-Family (December)**
- \* **Holiday Parties space (December)**
- \* **Strawberry Festival (June)**
- \* **Back-To-School Shoes & Backpacks (July & August)**

The Development Department coordinates the front office and all perception duties for WAWC as well as manages WAWC's volunteer program. WAWC relies a great deal on the help of community members to maintain our high quality of service. We simply could not reach out to the all the folks in need in our community without the help of our volunteers. WAWC volunteers come to us from all walks of life: student interns, everyday folks, people for filling committee service commitments, retired individuals, for participants, anyone who shares our beliefs and convictions.

## **Board of Directors**

### **Description:**

As a member of the WAWC Board of Directors, volunteers will ensure the smooth legal and financial running of the organization by establishing policies to govern administrative, fiscal, personnel and program practices. The BOD also monitors the organization's activities to ensure compliance with stated policies and procedures.

## **Resource Development/Fundraising**

### **Description:**

Assist the Resource Development Team in various ways such as:

- Bulk Mailings
- Telephone Contacts
- Tabling and Event Participation
- Running Errands Specific to Funds Development
- Data Entry

## **ABC/AFRICAN-AMERICAN COMMUNITY Health Group of the Central Coast**

ABC/AFRICAN-AMERICAN COMMUNITY **Health Group of the Central Coast** addresses health disparity and health issues affecting the African-American and underserved communities on the central coast. ABC started in 1998 and has an award winning history of service, providing and promoting health education, support and advocacy.

ABC offers myriad broad based and tailored programs through WAWC including trainings, support groups, office hours, seminars, health fairs, one-to-one and community outreach. Interns, volunteers and community allies are welcome to participate in all ABC projects.

Please contact ABC founding Director Carmelita at (831) 426-3062 ext. 223.

## **B. Volunteer Opportunities at Walnut Avenue Women's Center:**

### **Domestic Violence Department:**

Choose a volunteer or intern advocate role that fits your interest or educational goals.

- **Hotline Advocate:** Answer calls on our 24 hour hotline, providing peer counseling/advocacy and needed resources for callers in crisis. Hotline shifts are 9AM-5PM or 5PM-9AM once a week.

-**Support group facilitator:** Facilitate domestic violence support groups alone or with a co-facilitator. Support groups are held during the day and evening Monday-Friday.

-**Legal advocate:** Provide emotional support, information and resources to participants during the court process. Court Advocacy occurs 2x a week between the hours of 9AM-12PM.

- **Child Advocacy:** Provide strength-based trauma informed support for children while their mothers are attending domestic violence support group.

- **Community Education:** Provide information about the effects of domestic violence throughout Santa Cruz County through presentations and other community outreach platforms .

### **Early Childhood Education Program:**

Classroom assistants for Infant Room, TAM or DCC.

### **Youth Programs:**

Assistance with;

Support Groups: "Wise Guys" & "Girl Talk" drop in Thursday nights.

One on One Mentoring

Education Workshops: "I Decide"- comprehensive sex education; Healthy Relationships, Live in Your Skin

Youth Empowerment Programs; Girlzpace, Youth Adventures Club (YAC)

### **Even Start Literacy Program:**

Provide child care during the following classes & groups;

Parenting Class-Mondays 5:45 PM-8:45 PM

Support group:

Monday 2-3:30 PM (English)

Thursday 3:30 to 5 :00 PM (Spanish)

Family Night- arranged monthly (two hours)

**Family Support Services:**

Front office

Food pantry (Thursdays at 9:30 AM-1:30 PM)

Clothing closet

Donation barn (Monday & Tuesday for drop-offs 11 AM-4 PM

Thursday and Friday 10 AM-4 PM for shopping)

**Fundraising/Essential Piece Campaign/Resource Development/Management**

Speakers Bureau

Board Of Directors

Event Support:

Thanksgiving (October & November)

Strawberry Festival (June)

Back-To-School Backpacks & Shoes (July & August)

ABC- support group/outreach/education

## **C. Volunteer Job Descriptions:**



### **Volunteer Opportunity for Child Advocacy** *Walnut Avenue Women's Center*

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The Walnut Avenue Women's Center (WAWC) is a nonprofit Family Resource Center which seeks to improve the economic, physical, and emotional well-being of women, children and teens in Santa Cruz County. Our mission is to provide support and services so women, children and families have the opportunity and skills to thrive.

**Drop-In Groups needing Child Advocacy**  
**Tuesdays and Fridays 12 PM to 1 PM**  
**Thursday evenings 7 PM to 8:30 PM**

#### **Benefits to volunteering as a Child Advocate with Walnut Avenue Women's Center**

- Create social change
- Develop valuable interpersonal skills
- Make a difference in the lives of children
- Great on a resume
- Rewarding field experience
- Earn school credit

#### **Job Responsibilities**

Provide strength-based, trauma informed support to children while their mothers are attending domestic violence support groups. Job duties include:

- Interacting with parents
- Interacting with children on-on-one and in groups
- Facilitating activities
- Conflict resolution

#### **Requirements & Qualifications**

- Ability to make a weekly volunteer commitment for six months
- Completion of WAWC's volunteer orientation
- Completion of WAWC's training on Child Advocacy (offered in May & October 2010)
- Knowledge of issues facing multicultural, multilingual communities
- Ability to work collaboratively
- Pass fingerprinting and background check

**Clinical Intern & Practicum Placements**  
*Walnut Avenue Women's Center*  
**Domestic Violence Services**

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The Walnut Avenue Women's Center is a nonprofit Family Resource Center which seeks to improve the economic, physical, and emotional well-being of women, children and teens in Santa Cruz County. Our mission is to provide support and services so women, children and families have the opportunity and skills to thrive.

**Benefits of Doing an Internship at Walnut Avenue Women's Center**

- Become a State certified Domestic Violence Counselor
- Acquire skills in providing strength-based, trauma informed therapy and services
- Make a difference in the lives of women, youth and children in your community
- Earn school credit & hours of experience
- Great foundation for social work
- Rewarding field experience

**Intern Responsibilities**

Utilizing an empowerment model, provide strength based, trauma-informed counseling and therapy to women, youth and children impacted by domestic violence.

- Complete WAWC's training on advocacy for survivors of domestic violence
- Attend ongoing trainings on trauma informed practices
- Attend weekly one-on-one supervision
- Provide individual counseling & therapy
- Maintain case files
- Attend weekly group supervision
- Facilitate support groups

**Requirements & Qualifications**

- Commit to working twelve consecutive months
- Possess awareness of multicultural issues
- Strong communication skills, both oral and written
- Ability to work collaboratively with others
- Ability to multi-task and prioritize efficiently
- Access to transportation
- Pass fingerprinting and criminal background check

*Walnut Avenue Women's Center Domestic Violence Department*  
Intern Community Educator on Domestic Violence

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**Component Mission**

**We strive to create a community that is responsive to domestic violence through education, prevention and advocacy**

**Community Education & Domestic Violence Prevention Responsibilities**

Intern Community Educators train community organizations and businesses on domestic violence (dv) and the services of Walnut Avenue Women's Center (WAWC). The Community Education & DV Prevention component duties include:

- Facilitate trainings on the dynamics of dv & how to be an ally to survivor's of abuse
- Make presentations to agencies / businesses on WAWC programs & services
- Attend community events to provide information on WAWC programs & services
- Develop and maintain training materials
- Complete evaluations for each training facilitated
- Collect and maintain accurate program data

**Requirements & Qualifications**

- Complete 5 sessions of the WAWC Advocate for Survivor's of Domestic Violence Certification Training
  - Commit to volunteer for 12 months consecutive with WAWC (Jan. through Dec.)
  - Meet with the Program Director monthly for on-going training and supervision
  - Possess awareness of multicultural issues
  - Effective public speaking skills
  - Strong communication skills, oral and written
  - Ability to be organized and timely
  - Access to transportation
  - Pass fingerprinting and criminal background check
-

*Walnut Avenue Women's Center* Domestic Violence Department  
Intern Legal Advocate for Survivor's of Domestic Violence

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**Component Mission**

**We strive to advocate for social justice by supporting Participants to have a voice and navigate barriers within the legal system**

**Job Responsibilities:**

Intern Legal Advocates for Survivor's of Domestic Violence provide emotional support, information and resources to participants during the court process. The legal component duties include:

- Accompanying Participants to court for Order to Show Cause (OSC) Hearings, criminal court hearings, mediation, child support hearings and/or to the Family Law Facilitator's office
- Providing crisis intervention, peer counseling support and safety planning to Participants
- Informing Participants of their legal rights and the legal process
- Filling-out restraining order after hearing (OAH) & reissuance paperwork
- Filing and pick-up paperwork at the Court Clerks Office
- Stocking the Court Bag with appropriate supplies as needed
- Collecting and maintaining accurate program data

**Requirements & Qualifications:**

- Complete WAWC Advocate for Survivor's of Domestic Violence Certification Training
- Complete WAWC Legal Advocate Training
- Commit to intern for 12 months consecutively with WAWC (Jan. through Dec.)
- Make a weekly 4 hour time commitment to provide court accompaniment
- Attend monthly intern Legal Advocate meetings for on-going training and supervision
- Possess awareness of multicultural issues
- Strong communication skills, oral and written
- Ability to be organized and timely
- Access to transportation
- Pass fingerprinting and criminal background check

## **Advocate for Survivor's of Domestic Violence Intern Positions**

### *Walnut Avenue Women's Center: Domestic Violence Services*

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The Walnut Avenue Women's Center is a nonprofit Family Resource Center which seeks to improve the economic, physical, and emotional well-being of women, children and teens in Santa Cruz County. Our mission is to provide support and services so women, children and families have the opportunity and skills to thrive.

#### **Benefits of Being an Intern Advocate for Survivor's of Domestic Violence**

- Become certified as a Domestic Violence Counselor
- Acquire skills to provide strength-based, trauma informed services
- Earn school credit & hours of experience
- Great foundation for social work
- Gain experience in family law
- Develop valuable interpersonal skills
- Rewarding field experience
- Give back to the community
- Create social change

#### **Internship Responsibilities**

Utilizing an empowerment model, intern Advocates for Survivor's of Domestic Violence provide strength-based, trauma-informed crisis advocacy and support to participants who have experienced domestic violence.

Job duties vary upon focus of interest & time commitment

#### **Internship (5 hours/wk)**

- Hotline
- Child Advocacy
- Resource Development

#### **Part time Internship (10 hours/wk)**

- Hotline & Support Group Facilitation
- Hotline & Court Accompaniment
- Hotline & Community Education

#### **Full Time Internship (35 hours/wk)**

- Hotline
- Support Group Facilitation
- Legal Advocacy
- Court Accompaniment
- Individual Peer Counseling

### **Requirements & Qualifications**

- Complete WAWC Domestic Violence Advocate Certification Training (offered in the fall)
  - Commit to working 12 consecutive months at WAWC (January through December)
  - A weekly hotline shift is the required minimum commitment
  - Attend monthly mandatory intern meetings for on-going training and supervision
  - Possess awareness of multicultural issues
  - Strong communication skills, both oral and written
  - Ability to work collaboratively with others
  - Ability to multi-task and prioritize efficiently
  - Access to transportation
  - Consent to criminal background check and fingerprinting
-

*Walnut Avenue Women's Center*  
Domestic Violence Department  
Intern Hotline Advocate for Survivors of Domestic Violence

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**Component Mission**

**We strive to maintain free and confidential 24 hour phone access to support and resources around domestic violence for survivors and their allies**

**Hotline Responsibilities**

Volunteer/ Intern Domestic Violence Advocates answer calls for WAWC's 24-hour hotline, providing phone peer counseling/advocacy, safety planning and needed resources/referrals for callers in crisis. The hotline component duties include:

- Respond to callers within 5 minutes
- Provide crisis intervention counseling
- Complete hotline forms for each call received
- Collect and maintain accurate program data
- Contact law enforcement (welfare check, suicide intervention) as needed
- Report to Child Protective Services as needed
- Maintain resource and referrals binder

**Requirements & Qualifications**

- Complete WAWC's Advocate for Survivor's of Domestic Violence Certification Training.  
Commit to volunteer for 12 months consecutively with WAWC (Jan. through Dec.)
  - Weekly shift on the hotline (shifts are daily from 9am to 5pm or from 5pm to 9am)
  - Attend monthly hotline meetings for on-going training and supervision
  - Possess awareness of multicultural issues
  - Strong communication skills, oral and written
  - Ability to be organized and timely
  - Pass fingerprinting and criminal background check
-

*Walnut Avenue Women's Center*  
Domestic Violence Department

Intern Support Group Facilitator

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**Component Mission**

**We strive to provide & maintain a safe and confidential space for women to collectively come together and share their experiences, while embracing commonalities & diversity.**

**The group intends to break the cycle of violence by ending isolation, building support systems, providing tools for empowerment & safety**

**Support Group Responsibilities**

Intern Advocates for Survivors of Domestic Violence facilitate domestic violence support groups alone or with a co-facilitator. The support group component duties include:

- Planning and preparation of activities (with co-facilitator) utilizing the WAWC domestic violence support group template format
- Group facilitation; maintaining a safe environment by utilizing a strength based, trauma-informed approach
- Create activities & handouts as appropriate per group
- Collect accurate program data

**Requirements & Qualifications**

- Complete WAWC's Advocate for Survivor's of Domestic Violence Certification Training
- Complete WAWC's Support Group Facilitators Training
- Commit to intern for 12 months consecutively with WAWC (Jan. –Dec.)
- Make a weekly 3 hour time commitment to facilitate a support group
- Attend monthly facilitator's meetings for on going training and supervision
- Possess awareness of multicultural issues
- Strong communication skills, oral and written
- Ability to be organized and timely
- Access to transportation
- Pass fingerprinting and criminal background check

## **Youth Program Department Volunteer Job Descriptions**

### **Who We Are**

The Walnut Avenue Women's Center (WAWC) is a family resource center that offers a variety of programs and services for Santa Cruz County youth and their families.

**Youth Department Mission:** To revolutionize the role of youth in society and to raise their expectations of respect and safety through role modeling, advocacy and education.

### **We Are Looking For**

- **Men** and women who want to make a difference
- Fun, creative, and energetic people
- Folks who are self-motivated and enthusiastic about learning new activities
- Open minded people
- People who are bilingual (Preferred NOT required)
- People who want to do something meaningful with their time

### **Requirements**

- Youth Advocacy training
- Pass Background check and fingerprinting

### **Additional Information**

For more information about all of our programs check out our intern program descriptions. Our programs include Youth Empowerment, Support Groups, Education Workshops, and Mentoring.

**Call Youth Development Services @ 426-3062**

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**Ally Job Description**  
**Walnut Ave Women's Center**  
**Department of Youth Development Services**

*GirlZpace*

**Program Description and Goals**

*GirlZpace* provides gender specific programming for girls in the community. Programming at GirlZpace is coordinated by the Girls' Advocate and interns/allies. GirlZpace offers pro-social and skill building evening programming: leadership development, community projects, health, fitness and fun creative activities. Currently, there are 3 sites across Santa Cruz County. One in Watsonville, one in downtown Santa Cruz and the third in the San Lorenzo Valley. This is a unique and rewarding opportunity for *selected* candidates.

**How You Benefit**

- Great for resumes
- Loads of fun
- Make a difference in youths' lives
- Give back to the community
- Personal growth
- Be associated with a well respected, progressive organization
- School credit (5 units) *if applicable*
- Did we mention Fun?

**Qualifications**

- Female
- Team player
- Creative, fun, and can think on your feet
- Self Motivated, dynamic and flexible
- Willing to learn group facilitation
- Good communication skills
- Willing to have beliefs challenged
- Bilingual (English/Spanish) is preferred

**Requirements**

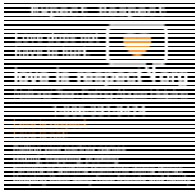
- 9-12 month commitment
- Orientation meeting
- Youth Advocate/Ally training
- Pass Background check, fingerprinting, possess valid driver's license and vehicle.
- 4-6 hours a week
- Preparation and planning meetings with Girls' Advocate and other allies

**Additional Information**

- GirlZpace is designed to provide a safe and confidential space for girls to access gender specific services. Sites are open on a rotating basis. Groups are fun, challenging and rewarding for both girls and allies. Allies are encouraged to attend Girls' Task Force meetings.

**Intern Job Description Walnut Ave Women's Center  
Department of Youth Development Services**

## Teen Dating Violence Street Team Coordinator



### **Program Description and Goals**

The Teen Dating Violence (TDV) Street Team is an energetic and progressive group of people who want to meet and serve teens where they're at, literally. The Street Team attends youth venues around Santa Cruz to pass out free condoms and information on a variety of local resources. The goal of the street team is to provide accurate and relevant information to youth regarding teen dating violence, and local reproductive health clinics at the places youth are spending their time.

### **How You Benefit**

- Great for resumes
- Loads of fun
- Make a difference in youths' lives
- Give back to the community
- Personal growth
- Be associated with a well respected, progressive organization
- School credit (5 units) *if applicable*
- Did we mention Fun?

### **Qualifications**

- Team player
- Self Motivated, dynamic and flexible
- Good communication skills
- Willing to have beliefs challenged
- Good organizational skills
- Strong Leadership abilities
- Out going

### **Requirements**

- 6-12 month commitment
- Orientation meeting
- Youth Advocate training
- Pass Background check, fingerprinting, possess valid driver's license and vehicle.
- 4-6 hours a week

# Mentoring Program

## Intern Program Description Walnut Ave Women's Center Department of Youth Development Services

### Program Description and Goals

Our *Mentoring Program* is fun and rewarding. Mentors are people who are energetic, adventurous, and want to make a difference in someone's life. Mentoring provides a safe space for youth to discuss their experiences, receive one on one support, and to have fun with a caring adult.

### How You Benefit

- School credit
- Great for resumes
- Loads of fun
- Make a difference in youths' lives
- Give back to the community
- Personal growth
- Be associated with a well respected, progressive organization
- Did we mention FUN?

### Qualifications

- Fun positive person to hang out with
- Creative and can think on your feet
- Committed to working together as a group to support youth
- Responsible with good communication skills
- Bilingual (English/Spanish) is *preferred (not required)*
- Driver's license *preferred (not required)*

### Requirements

- 9-12 month commitment
- Orientation meeting
- Youth Advocacy training
- Pass a background check and fingerprinting
- Hang out with mentee 2 - 3 hours a week
- Attend bi-weekly mentor meeting
- Adherence to mentor policies and procedures
- 2 letters of reference

### Additional Information

Bi-weekly mentor meetings are mandatory for the development and support of the mentor as a resource for the mentee—in other words; we are here to help you come up with cool and fun things to do with your mentee.

# **Early Childhood Education Department**

## **Volunteer Job Description**

**Title:** Early Childhood Education/Classroom Helper

**Program Description:**

Licensed day care for at-risk families; teen parents, survivors of domestic violence, CPS referrals, low/no income. We have sites serving infants, toddlers, and preschoolers. Volunteers assist with daily activities; reading stories, doing art projects, playing games outside, helping children learn problem-solving and conflict resolution skills. You will work cooperatively with staff in other volunteers to provide a fun and safe environment for the children. Training is provided and proof of a negative TB test required.

**Skills;**

Ability to be patient, understanding, firmly direct children in a positive manner, have fun and work with others as a team. Comfortable working with a variety of ages and cultures. Early Childhood Education units are helpful but not required. Bilingual volunteers are greatly needed but being bilingual is not required to volunteer in this program.

**Benefits to the volunteer:**

Interactive and playful learning with an exciting age group, satisfaction of being a positive role model for children in need, that peaceful feeling of rocking an infant to sleep in your arms. You will see tremendous change and growth over the time you are here, the children develop so quickly. They will get attached and look forward to seeing you each week. Their happy faces say it all. Also students can get field study units. This is a great opportunity to gain skills in the field of early education/teaching.

**Benefits to the agency:**

You will greatly add to the quality of our programs by giving special attention to the children and by being a positive role model. Your assistance enables us to do more activities, observations for assessments, and work one-on-one with a child in need.

**Time commitment:**

At least one quarter, 2 to 4 hours per week. It could be more according to your needs, schedule and openings. Consistency is important especially because children develop bonds with adults in their lives so please choose a time commitment that fits with your schedule. If you would like to do periodic volunteering we can accommodate you with special projects/events that still support our program.

**Work schedule and arrangements:**

Consistent weekly schedule according to your availability. The centers are open Monday through Friday. Wear comfortable clothing and be prepared to play. You will need to get a TB test and complete a brief one on one training/tour of the center with the Center Director before working with the children.

**Development Department**  
**Food Pantry Volunteer Job Description**

**Description:** Volunteers unload truck or van, organize food into storage, and make up weekly food bags. On pick up days you will be passing out food bags to participants.

**Skills:** lifting, organizing and storing in limited space, working in a busy place, and able to work with others.

**Benefits to the Volunteer:** you will be part of an organization that helps feed over 500 people a month. It is very gratifying to help families get their basic needs met. You will work in a fun and supportive environment with dedicated women.

**Time commitment:** four hours (or a portion is split between two people)

**Work schedule and arrangements:** Shifts are available for the food pantry on the following days and times:

**Thurs.: 9AM-1PM or 2PM-4PM**

**Fri.: 9AM-1PM or 2PM-4PM**

**Contact information:** Mary Rivera 831-426-3062 extension 201

**Development Department Donation Barn Volunteer Job Description**

**Description:** Donation barn, clothing closet and “Make a Match” program. Our participants can get clothing and small household items from the donation barn. The “Make a Match” program is for the larger items that people would like to donate. We match them up with our participants via a waiting list for such items. We also house the CAL-works clothing closet for women for individuals actively seeking employment.

**Skills:** Ability to work with a variety of people, friendly and professional, sorting and organizing skills a must. Ability to help donors unload their vehicles, send out thank you notes and log donations into database.

**Time commitment:** consisted weekly schedule according to your availability for 3 to 6 consecutive months.

**Work schedule and arrangements:** donation barn is open Thursday & Friday for shopping 10 AM to 4 PM. Office is open Monday, Tuesday, Thursday and Friday 9 AM to 5 PM.

Shifts are available in the donation barn on the following days/times:

**Mon., Tues., Thurs. and Fri. from 9AM-1PM or 2PM-5PM.**

## **Development Department Housekeeping Job Description**

**Description:** Creating an environment that is welcoming and clean is very important to our agency success. We need individuals to help us to maintain our facilities. Housekeeping involves, cleaning, dusting, sweeping, mopping, overall restroom cleaning and emptying of trash cans.

**Benefits to the Volunteer:** Knowledge that you are helping to create a great environment for our participants. Experience in house and office cleaning to build job skills.

**Benefits to the agency:** Your assistance helps us to maintain our agency and gives our participants and staff an organized, clean space to visit. We are able to serve more participants in a better environment with your help.

**Time commitment:** consistent weekly schedule according to your availability for 3 to 6 consecutive months.

Shifts are available in the office on the following days/times:

**Mon., Tues., Thurs. and Fri. from 9 AM-11 AM, 11 AM-1 PM or 2 PM-5 PM**

## **Development Department Volunteer Receptionist Job Description**

**Description:** Answer phones, give referrals, assist people that walk in, distribute food to participants, received donations, typing/data entry according to your skills, assist with opening/closing procedures, making copies and sending faxes, helping with mass mailings, pitching in as needed to help other departments, helping the staff keep the facility neat and organized. Professionalism is very important for this position since you will be working in the front office of our organization.

**Benefits to the Volunteer:** You will use or learn receptionist skills, get to know the community needs and the resources to Santa Cruz has to offer, work in a supportive environment helping women and families. You can also get a letter of recommendation when seeking employment. You will gain job skills that look excellent on a resume.

**Benefits to the agency:** Your assistance helps us to handle the busy office, enabling us to get a higher quality of service to women and families in crisis.

**Time commitment:** consistent weekly schedule according to your availability for 3 to 6 consecutive months.

**Work schedule and arrangements:** the office is open Monday, Tuesday, Thursday and

Friday from 9 AM to 5 PM. (For our training required on office procedures)

Shifts are available in the office on the following days/times:

**Mon., Tues., Thurs. and Fri. from 9AM-1PM or 2PM-5PM.**

**(If you wish to volunteer on a periodic basis please let us know so we can find special projects or events you can help us with.)**

## **Resource Development Management Team**

Our Resource Development and Management Team is a collaborative committed to building a safe place for families to grow together, learn and thrive. We consider all our donations, monetary and otherwise to be a resource for Walnut Avenue Women's Center.

The primary focus of the Resource Development and Management Team is in seeking out untapped resources within our community as well as reaching outside of our local area. Grant writing, fundraising, donor and membership recruitment are all responsibilities of the Resource Development and Management Team.

Our vision is to create and maintain a consistent flow of resources (cash and otherwise) into Walnut Avenue Women's Center programs and projects.

We welcome volunteers who can help with the construction and landscaping projects, program support and fund raising.

## **Speakers Bureau**

The Walnut Avenue Women's Center Speakers Bureau is a group of enthusiastic, dedicated folks who enjoy public speaking and networking on behalf of the Walnut Avenue Women's Center. Walnut Avenue Women's Center spends great amounts of time out in our community either tabling at community gatherings (resource fairs, business Association events, and health fairs etc.) or publicly speaking about the wonderful programs that Walnut Avenue Women's Center has with other agencies such as the United Way. We are looking for positive people to train for the Speakers Bureau.

## **Board of Directors**

The Walnut Avenue Women's Center is led by a dedicated group of individuals from all walks of life who are committed to the mission and philosophy of Walnut Avenue Women's Center. Anyone interested in becoming part of Walnut Avenue Women's Center's board of directors is encouraged to complete an application and contact our current Board President.



## **5. Policies**

***A. Intake Policy***

***B. Confidentiality Policy***

***C. Drug-Free Workplace Policy***

## **Intake Policy**

### **Program Eligibility**

Anyone who is affected by domestic or sexual violence is eligible for Walnut Avenue Women's Center services.

Our designated service area is Santa Cruz County.

No one shall be denied access to services because of race, color, religion, sexual orientation, gender, age, physical or mental disability, or national origin.

### **Services Provided**

Services provided include Domestic Violence Advocacy, Legal Advocacy, 24-hour crisis line, information and referral, peer support, and safe shelter, Childcare, Youth Services, Even Start Literacy Program, Food Pantry,, Clothing Closet, and many more. All services are provided based on the availability of resources. Requests for services can be made by calling the crisis line, contacting the office or just walking in the center.

### **Service Guidelines and Limitations**

-The crisis line is available 24 hours a day, seven days a week by calling 1-866-2MY-ALLY

- Information and referrals can be provided by phone or in person at the center.

- Advocacy will be provided when requested/needed to assist survivors of domestic violence and their families. Advocacy services are limited by financial or volunteer services.

- Under no circumstances should participants be taken to volunteer or staff private homes nor be given home phone numbers.

-Group and/or individual peer support is provided for survivors of domestic violence as program resources allow.

### **Program Guidelines**

**We reserve the right to refuse services to persons who act abusively to program users, volunteers or staff.**

**When persons requesting our services do not fall within these guidelines, we do not hesitate to tell them we cannot help with certain services. We encourage them to utilize any other local resources they may be eligible for. We make them feel welcome to contact us again and to use the crisis line for support and information.**

*Example form only-do not fill out*

**The Walnut Avenue Women's Center**

Staff & Volunteer Confidentiality Agreement

In order to maintain confidentiality, remember that anything said by **anyone** accessing any WAWC service is confidential, whether you hear it directly or indirectly, on the phone, in person, in a support group or in a meeting.

Participants sometimes just need to unburden themselves to a safe listener. A safe listener is someone who listens without judging, giving advice or betraying the participant's confidence. As a safe listener you hold someone else's pain, worry and/or fears for brief time. Some of the things you would hear or see will be emotionally upsetting to you. In order to maintain your own health, we invite you to share information and release emotions with the other staff/volunteers here at WAWC. Try only to share the story, without disclosing the participant's identity, unless the story itself would break the participant's confidentiality. Remember, when a woman may not be able to protect herself, she cannot be expected to protect you. Confidentiality is about safety.

There are three specific exceptions to the rule of confidentiality. However, **action should never be taken on these exceptions without the Executive Director's approval.**

**\* Information about child abuse and/or neglect must be reported.**

**\* Suicide calls when the caller's life is in imminent danger, must be reported via 911.**

**\* Threats of homicide or serious injury to another person must be reported via 911.**

Confidentiality is not only about a woman's safety, but is potentially a matter of life or death.

For most women, children & families contacting WAWC is an extreme act of courage and may be the first attempt at reclaiming personal power. Survivors of domestic violence may expect to be betrayed by other women, as this has been a powerful tool of the patriarchy. We have the chance to show women, by our example, that women can in fact trust one another.

**I acknowledge that I have read and agree to adhere to the Confidentiality Policy of the Walnut Avenue Women's Center as stated above. I understand the importance of assuring survivors of domestic violence and their children that any information they share with WAWC will be kept confidential. I agreed to keep confidential any and all information that I may be a party to regarding any and all participants of WAWC. I understand that if I am found to have violated this confidentiality agreement, I may be subject to disciplinary action and possible termination.**

**SIGNED** \_\_\_\_\_ **DATE** \_\_\_\_\_

**PRINT NAME** \_\_\_\_\_

## **Drug-free Workplace Policy**

**In accordance with regulations published in the Federal Register covering implementation of the drug-free workplace, The Walnut Avenue Women's Center will comply with these regulations by:**

**A.) Prohibiting the unlawful manufacture, distribution, dispersing, possession or use of controlled substance on WAWC premises or in conjunction with WAWC activities.**

**B.) requiring any employee or volunteer who receives a citation for drug abuse occurring on WAWC premises or in conjunction with WAWC activities to notify The Board of Directors within five ( 5 ) days after such citation.**

**C.) Within (30) days of receiving notice of a conviction from an employee or volunteer, appropriate action will be taken by WAWC including requiring the employee or volunteer to participate in a drug abuse rehabilitation program approved for such purposes by WAWC or other appropriate agency.**

