



*Dear prospective volunteer:*

*Thank you for your interest in volunteering for Haven House! We rely on our volunteers for a variety of tasks that help us better serve our clients—women and children who have experienced violence in their homes and are working to gain the knowledge, skills, and resources to move on to safe, healthy lives.*

*Attached are summaries of various types of volunteer activities available. I hope you will find some interesting possibilities.*

*Please note that various laws, our funders, and the serious and confidential nature of our work dictate careful screening and training of our volunteers who will have client contact. Therefore, “requirements” are shown for each type of volunteer work. I realize that these may seem involved as listed, but with our help, the process will be easy and quick.*

*Please review this information and either submit the attached Volunteer Application or contact Jewel Kessler-Fike at 505-896-4869 to speak more in depth about any options you might wish to explore or answer any questions You may have.*

*We look forward to hearing from you.*

*Very truly yours,*

*Roberta Radosevich  
Executive Director*

# Haven House, Inc. VOLUNTEER OPPORTUNITIES

## Direct physical supervision by staff

### One-time, short-term or ongoing on-site projects

Opportunities may include:

1. Group projects such as facility upkeep (painting, yard clean-up, repairs, etc.), sorting of donations, preparing large mailings.
2. Office tasks such as answering phone, data entry, filing, mailings, and record keeping.
3. “Handyman” tasks.
4. Skill sharing - Informing, educating, or teaching clients in groups or individually in volunteer’s area of expertise (budgeting, nutrition, exercise, etc.)
5. Providing professional services: For example, haircuts to clients on site.

### Requirements (May include some or all of the below)

Legal or regulatory	Haven House
None	Day of first work session: Short briefing on DV, confidentiality, boundaries Confidentiality agreement Submission of monthly Volunteer Hours form
Should a volunteer want to be a steady “regular,” we probably would implement a background check to avoid everyday staff supervision.	Volunteer application, interview, sometimes resumes or reference check as appropriate. If a volunteer task involves access to client files or other confidential or proprietary agency documents, pre-approval of the task by Executive Director and/or the Finance Director would be necessary.

## Working directly with adult or child clients without direct physical supervision by staff- ongoing basis, on or off-site

Opportunities include:

1. Client transportation - Prescheduled or on-call, to/from appointments or transportation terminals and return to shelter, etc.
2. Front desk/reception - Answering and routing phone calls; controlling facility access (gate and door); handling basic client requests (such as for room supplies), routing some client requests to staff, handing out medications to clients. May also include light office duties. (NOTE: Front-desk volunteers generally do not need to handle entire crisis calls but can refer them to staff on duty.)
3. Legal Advocacy - providing clients with information about legal and judicial processes; attending court.
3. Child care - Caring for children while mothers do goal-related activities; leading children's groups, possibly helping a child with homework.
4. Skill sharing or professional services, as described under "working directly with adult or child clients with direct physical supervision" (on previous page)

### Requirements

Legal or regulatory	Haven House
FBI fingerprint background check TB screening CPR & First Aid training (initial & annual) 40 hours of DV training (unless volunteer has one year of documented experience w/ DV services) as <u>required for the "confidentiality privilege" provided by State law</u> . Typically 20 hours classroom and 20 OJT, ideally within two months of beginning volunteer duties. Topics include "DV 101," confidentiality, boundaries, ethics.	Volunteer application, resume, interview, reference check Confidentiality agreement Shadowing chosen volunteer activities before "soloing" Ability to interact appropriately with adult and child clients at all times If a volunteer is trained to be such a "regular" that she/he will bill CYFD for services (very rare), 20 hours professional development annually Monthly submission of volunteer hours form

## Outreach, special events, and fundraising

Opportunities include planning and producing special events, mailings, or website features for purposes of public awareness or fundraising, as individuals or as part of committees. Most work need not be done at Haven House site; may work with board members and/or staff.

### Requirements

Legal or regulatory	Haven House
None except guidelines <u>regarding</u> soliciting, accepting, handling, & documenting donations	Volunteer application, resume if applicable, interview, possibly reference check Briefing on the DV issue and Haven House mission & services Confidentiality agreement if volunteer will be on site Ability to raise community enthusiasm and support; <i>marketing, public relations, or fundraising background and skills are very helpful.</i> Monthly submission of volunteer hours form

### Requirements

Interest in the DV issue and in maintaining and developing Haven House, Inc.

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# Haven House VOLUNTEER APPLICATION

*You may submit this form via email to [Jewel@havenhouseinc.org](mailto:Jewel@havenhouseinc.org) or via U.S. mail to P.O. Box 15611, Rio Rancho, NM 87174. Feel free to attach an additional page if you wish.*

Name \_\_\_\_\_

Mailing address \_\_\_\_\_

Street

City

State

Zip

Email address \_\_\_\_\_ Phone # \_\_\_\_\_

Drivers License # \_\_\_\_\_

**What skills and knowledge can you contribute to Haven House? (Attach resume, if you wish.)**

**Why are you interested in volunteering for Haven House?**

**I am interested in the following volunteer area(s):**

- Opportunities with minimal client contact
- Working directly with adult and child clients and/or adults and children together
- Office tasks
- Facility upkeep and maintenance
- Special events and/or fundraising

**How did you hear about Haven House?**

**I consider myself:**

- A victim/survivor of domestic violence
- A former child witness/victim of domestic violence
- None of the above (never have been in an intimate-partner abusive relationship and never have been a child witness/victim)

\_\_\_\_\_  
Prospective volunteer signature

\_\_\_\_\_  
Date