



# Volunteer Information and Application

The heart of a volunteer is not measured in size,  
but by the depth of the commitment to make a  
difference in the lives of others.

~DeAnn Hollis

***The Mission of the Elmore County Domestic Violence Council is to support victims/survivors of domestic violence and to lead the community towards ending domestic violence.***

Greetings!

We appreciate your interest in volunteering with us. This handbook introduces you to the agency, volunteer opportunities available, guiding principles and standards for our volunteers and forms you will need to apply.

Elmore County Domestic Violence Council (ECDVC), founded in 1993, has a long standing tradition of utilizing community volunteers to make up our work force that meets the needs of crime victims who seek our services. Without the dedication and commitment of our volunteers, we would not be able to continue to provide the high caliber of services that we are well known for.

Most not-for-profit community agencies rely heavily on their volunteers to be able to provide comprehensive services to the client base they serve. Benefits to volunteering include but are not limited to: learning or developing a new skill, being more connected to the community you live in, a sense of achievement, boosting your career options, providing new experiences.

As a volunteer for ECDVC you will gain valuable experience working with victims of domestic violence and a greater understanding of the dynamics of the criminal justice system and victimization. ECDVC will also provide you with bi-annual continuing education workshops that will help you maintain your qualification as a victim advocate in the state of Idaho.

The council is committed to providing a range of victim services in the community, including crisis intervention, temporary shelter, information and referral, support services, and prevention and education. Everyone who seeks ECDVC services, regardless of marital status, sexual orientation, education, disability, gender, national origin, age, race, color, religion, ethnicity, socio-economic situation or (dis)ability, receives client-centered services to promote empowerment, choice, and safety. To ensure that happens, all direct service volunteers and paid advocates must complete six hours of foundational online training and an intensive 40+ hour core training curriculum. This training is provided to our volunteers and staff free of charge.

If you are still interested in volunteering, read through this booklet, fill out the application and criminal background check authorization and return them with your fingerprint card as soon as possible. As soon as I receive your application back and process it you will be called in for an interview. If you have questions not answered in the booklet feel free to call 208-590-0379 or email me at [volunteer@ecdvc.org](mailto:volunteer@ecdvc.org). I look forward to speaking with you in the future.

Warm Regards,

## What is a Victim Advocate?

Victim advocates are trained to support victims of domestic violence. They offer emotional support, victims' rights information, help in finding needed resources and assistance in filling out crime victim related forms. Advocates work with other organizations, such as criminal justice or social service agencies, to get help or information for the victims we serve. Our advocates staff the 24 hour crisis hotline. Victim advocates' responsibilities vary depending on the situation.

### **Advocacy services include:**

- Crisis intervention
- Emotional support
- Resources and referrals
- Information on victimization
- Assistance with Crime Victims Compensation application
- Information on legal rights and protections
- Information on criminal justice process
- Information on crime prevention
- Assistance with safety planning

# ECDVC Volunteer Opportunities

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## Direct Service/Crisis Line Volunteer Opportunities (Requires 40-hour Volunteer Training)

Minimum 12 month commitment, monthly time commitment varies.

**Victim Advocate:** Provide trauma-informed, accessible and culturally and linguistically appropriate direct services to victims of domestic abuse including support, advocacy, crisis intervention, safety planning, information, and referrals.

**Crisis Line Advocate:** Responsible for responding to the Crisis Hotline during her/his assigned shift and for providing crisis intervention and referrals to callers affected by domestic violence.

**Court Advocate:** Assist the victim with navigating the legal system, attend hearings with the victim to provide emotional support.

## Administrative Support and Governing Opportunities

**Administrative Assistant:** Provide administrative support to agency office. Includes word processing, filing, and other duties. A great opportunity for someone wishing to expand his or her office skills.

**Commitment:** 6 month commitment, 3 hours per month.

**Board of Directors:** Act as the governing body and legal authority for the agency, establishes the program's policies and procedures necessary to carry out the mission.

**Commitment:** 1 year commitment, minimum 4-6 hours per month.

## Fundraising, Outreach, and Political Action Opportunities

**Grant Writer:** Assist ECDVC with researching, identifying and writing grant proposals.

**Commitment:** May be a one-time commitment. Ideally, available for occasional work for a period of 6 months. (Hours will vary according to project.)

**Special Events Assistants:** Provide preparation, planning, and implementation of agency fundraisers and special events.

**Commitment:** May be a one-time volunteer opportunity. Hours required will vary depending on the needs of the project

**Webmaster:** Responsible for ECDVC's website administration and coordination. Coordinate webpage maintenance ensuring new and consistent information such as articles, stories and events are posted regularly.

**Commitment:** 6 month commitment. 2 hours per month. (Hours will vary according to project.)

## ECDVC Volunteer Agreement

To ensure the highest quality of care for the client base we serve, there are standards that must be followed to work for ECDVC. These standards include:

- To commit to volunteering with the agency for the minimum amount of time required for your position
- To attend two mandatory trainings each year if you are working directly with victims
- To treat all agency staff, Board members, volunteers, and clients with respect
- To keep the agency informed about changes in your volunteer interests and availability
- To answer calls when you are covering the crisis line
- To inform your agency supervisor of any concerns or dissatisfaction you have as a volunteer
- To provide ample notice, preferably four (4) weeks of any planned absence or vacation

Additionally, these standards of care must be carefully considered and followed when working with victims:

- **Be an advocate, not a rescuer.** Our main priority is to provide voluntary services and empower a victim to make his/her own decisions again. Be sure not to take any action which may be perceived by the client as mandating a service or procedure. Victims need to have support that enables them to get back on their feet and not be dependent on someone else.
- **Maintain client confidentiality.** Unless you have the victim's written consent, you cannot disclose any information about the victim to any person who is not an agency staff member or Victim Advocate. Client confidentiality and release of information training is covered your advocate core training.
- **Give clients information you know to be true.** Do not guess. The criminal justice system (CJS) and social service system are complex and unpredictable. If you do not know the answer to a question, tell the client you do not know, but will be glad to find out and get back to them as soon as possible.
- **Keep your promises.** Victims have been through a crisis. Trust is very important. If you tell a victim you will call him/her or get information, you must follow through on your promises.
- **Be accepting.** ECDVC clients come from a wide range of backgrounds, cultures, and beliefs. Clients' lifestyles may be different from your own. The first step in helping a victim is accepting them.
- **Be supportive.** Do not say anything that could make the victim feel that he or she is to blame for the crime. Do not tell the victim what you would have done in that situation or what you would do to the offender.
- **Know and maintain your boundaries.** Victims often have trauma in their lives. This trauma may require the intervention of a licensed mental health counselor (LMHC). Always seek supervision from the agency whenever a victims needs are greater than the help you are able to offer him/her.



# ELMORE COUNTY DOMESTIC VIOLENCE COUNCIL VOLUNTEER APPLICATION

First Name: \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Email: \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Do you have a driver's license:  Yes  No

Driver's license #: \_\_\_\_\_ State Issued: \_\_\_\_\_ Exp date: \_\_\_\_\_

## Emergency Contact

Full Name: \_\_\_\_\_ Home phone: \_\_\_\_\_

Relationship: \_\_\_\_\_ Cell phone: \_\_\_\_\_

## Paid Work History

Are you currently employed?  Yes  No Can we contact you at work?  Yes  No

Current Employer: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Previous Employer: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

## Volunteer / Organizational Memberships

Organization: \_\_\_\_\_

Dates of service: \_\_\_\_\_

Duties: \_\_\_\_\_

Organization: \_\_\_\_\_

Dates of service: \_\_\_\_\_

Duties: \_\_\_\_\_

Organization: \_\_\_\_\_

Dates of service: \_\_\_\_\_

Duties: \_\_\_\_\_



# ELMORE COUNTY DOMESTIC VIOLENCE COUNCIL VOLUNTEER APPLICATION

## Education

Are you currently a student?     Yes     No    Institute: \_\_\_\_\_

Will you be receiving credit for your volunteer work?     Yes     No

Describe your area of study: \_\_\_\_\_

Details of credit hours to be received: \_\_\_\_\_

## Volunteer Experience

Have you ever applied as a volunteer for this organization in the past?     Yes     No

How did you learn of our program? \_\_\_\_\_

Why would you like to volunteer? \_\_\_\_\_

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What do you hope to gain from this experience? \_\_\_\_\_

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Have you had any personal experience(s) involving?

Advocacy

Victimization

Court System

Other agencies offering services to women/children/families

If so, please explain: \_\_\_\_\_

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## ELMORE COUNTY DOMESTIC VIOLENCE COUNCIL VOLUNTEER APPLICATION

### Skills and Abilities

Please indicate which skills and abilities you would be interested in sharing with us.

- |  |   |
|--|---|
| <input type="checkbox"/> Advertising / Marketing               | <input type="checkbox"/> Baking                             |
| <input type="checkbox"/> Publishing, newsletters, etc.         | <input type="checkbox"/> Decorating                         |
| <input type="checkbox"/> Web design / Management               | <input type="checkbox"/> Rummage sales/inventory            |
| <input type="checkbox"/> Photography / Graphic Design          | <input type="checkbox"/> Selling raffle / event tickets     |
| <input type="checkbox"/> Soliciting sponsors/in-kind donations | <input type="checkbox"/> Volunteer recruitment              |
| <input type="checkbox"/> Grant proposal writing                | <input type="checkbox"/> Special Events: Set-up & Tear-down |
| <input type="checkbox"/> Crisis Hotline Advocate               | <input type="checkbox"/> Computer / IT skills               |
| <input type="checkbox"/> Victims Advocacy                      | <input type="checkbox"/> Sound system/audio knowledge       |
| <input type="checkbox"/> Public Speaking                       | <input type="checkbox"/> Host / Hostess                     |
| <input type="checkbox"/> Office Cleaning                       |   |
| <input type="checkbox"/> Bilingual                             |   |

Please list: \_\_\_\_\_



## ELMORE COUNTY DOMESTIC VIOLENCE COUNCIL VOLUNTEER APPLICATION

### References

Please provide one professional reference and one personal reference other than a family member that can comment on your strengths and abilities.

1) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Email Address: \_\_\_\_\_ Daytime telephone number: \_\_\_\_\_  
Title/Occupation: \_\_\_\_\_ Company/Business: \_\_\_\_\_  
Is it acceptable to email this person, rather than call them?   •Yes   •No

2) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Email Address: \_\_\_\_\_ Daytime telephone number: \_\_\_\_\_  
Title/Occupation: \_\_\_\_\_ Company/Business: \_\_\_\_\_  
Is it acceptable to email this person, rather than call them?   •Yes   •No

### Criminal History/Criminal Background Check

Have you ever been arrested for a crime other than a traffic violation?   Yes   No  
If yes, what charge? \_\_\_\_\_ Date convicted: \_\_\_\_\_ Where: \_\_\_\_\_

As part of your volunteer application, you will be asked to complete an Idaho State Patrol (ISP) Criminal Background Check (CBC).

By signing this application, you agree that the information provided on this application is true and accurate to the best of your knowledge.

Volunteer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Victim Advocacy FAQ

- 1. What services are available to victims at ECDVC?** ECDVC provides a 24 hour crisis line, advocacy services, courtroom support, information, safety planning classes and referrals to resources for victims and their family members.
- 2. How much do your services cost?** All of our services are free of charge with the exception of our Safety Planning Classes.
- 3. If a victim doesn't want to report to law enforcement can they still receive services?** Yes, there is no requirement to report to law enforcement to receive help.
- 4. If a victim is not a legalized citizen can s/he still receive services?** Immigration status does not prevent anyone from receiving services from ECDVC.
- 5. Can you provide services to victims in other states?** Our direct services are located in Idaho State. If a victim lives outside of our service area we can make a referral to an appropriate agency near them.
- 6. Do you offer any support groups?** We refer to licensed counselor facilitated peer support group for families and victims in the community. The support group is free of charge.
- 7. Do victims you help have to go to court?** Victims have the right to attend every court hearing where the defendant is present, but it is not necessary to do so. If the victim is a witness to the crime the prosecutor's office may ask s/he to testify if the case goes to trial. It is a very personal decision of how much, when and if victims would like to go to court.
- 8. If I have been convicted of a crime can I still volunteer as an advocate?** It depends on the type of crime that you were convicted of. If the crime was a crime against a person most likely you would be excluded from being able to volunteer. Other crimes are considered on a case by case basis. The only way to find out is to fill out the information in the application to the best of your ability and submit it.
- 9. How long will it take to get an interview?** As soon as your information is received it is processed. You can have an interview set up in as little as three days.

## **Code of Professional Ethics for Victim Advocates and Volunteers**

Victims of crime expect every victim service provider, paid or volunteer, to act with integrity and cultural sensitivity, to treat all victims and survivors of crime with dignity and compassion, and to uphold principles of justice for the accused and accuser alike. To these ends, this Code of Professional Ethics will govern the conduct of victim service providers.

### **In her or his professional conduct, the victim service provider shall:**

1. Maintain high personal and professional standards in advocating for all clients.
2. Seek and maintain proficiency in the delivery of services to clients, including services that are culturally sensitive.
3. Not discriminate against any victim, employee, colleague, allied professional, or member of the public on the basis of age, class, gender, gender identity, disability, ethnicity, race, national origin, religious belief, marital status, socioeconomic status (SES), or sexual orientation.
4. Not reveal the name, or any other identifying information, about a client or a case without clear, written consent from the client, or the legal requirements needed to do so.
5. Distinguish clearly in public statements one's personal views from positions adopted by the organization for which she or he works or is a member of.
6. Not use her or his position to secure personal gifts, monetary rewards, or special privileges or advantages.
7. Avoid relationships or commitments that conflict with the interest of the victim services provider's agency or clients.
8. Report to appropriate agency authority any conflict of interest that prevents oneself or a colleague from providing competent services to a client, from working cooperatively with colleagues or allied professionals, or from being impartial in the treatment of any client.
9. Report to the appropriate regulatory or certifying agency the conduct of any colleague or allied professional, who adheres to the standards set by a regulatory or certifying agency, any behaviors or actions that constitutes mistreatment of a client or that bring the profession into disrepute.

### **In relationships with every client, the victim service provider shall:**

1. Recognize that honoring the interests of the client is the primary responsibility, providing it does not compromise the safety of others.
2. Respect and protect the client's civil and legal rights.
3. Ensure that clients are informed of their rights according to the Idaho State Constitution (Article 1, Section 22 Rights of Crime Victims) and Revised Code of Idaho (Title 19 Criminal Procedure, Chapter 53 Compensation of Victims of Crimes)
4. Respect the client's rights to privacy and confidentiality, subject only to laws or regulations requiring disclosure of information to appropriate other sources; and inform clients fully about the limits of confidentiality in a given situation, the purposes for which information is obtained, and how it may be used.
5. Listen to the client's statement of events as it is told, withholding opinion or judgment, regardless of whether or not a suspected offender has been identified, arrested, convicted, or acquitted.
6. Provide services or access to services to every client without attributing blame, no matter what the client's

conduct was at the time of the victimization, or at any another period of the client's life.

7. Respect the victim's preference(s) regarding a service provider's gender, ethnicity, etc. when making referrals and offering services.
8. Refer clients to other internal/external resources or services only in the client's interest, avoiding any conflict of interest in the process.
9. Respect the decisions of the client when offering services.
10. Serve as the victim advocate when requested, and in that capacity, act on behalf of the client's stated needs without regard to personal conviction and within the rules of the host agency.
11. Observe the ethical imperative to have no sexual relations or sexual contact with any clients, current and/or past, in recognition that to do so risk exploitation of the knowledge and trust derived from the professional relationship.

**In relationships with colleagues, other professionals, and the public, the victim service provider shall:**

1. Conduct relationships with colleagues in such a way that will promote mutual respect, public respect, and improvement of services.
2. Conduct relationships with allied professionals such that they are given equal respect and dignity as professionals in the victim services field.
3. Treat with respect, and represent accurately and fairly, the qualifications, views, and findings of colleagues and use appropriate channels to express opinions on these matters, taking steps to quell negative, unsubstantiated rumors about colleagues and allied professionals.
4. Seek appropriate methods for addressing conflict that will model constructive conflict resolution processes when conflict with colleagues arises.
5. Share knowledge and encourage proficiency and excellence in victim services among colleagues and allied professionals, paid and volunteer.
6. Be responsible for informing herself or himself on the practices, services, missions, and philosophies of colleagues' agencies and recognize that there are often legitimate differences among agencies in philosophy and method of service delivery.
7. Provide professional support, guidance, and assistance to colleagues, including those who are new to the field, in order to promote consistent quality and professionalism in victim assistance.
8. Seek to ensure that volunteers and staff have access to the training, supervision, resources, and support required in their effort to assist clients.
9. Provide opportunities for fellow victim services providers to seek appropriate services when traumatized by an event or a client.
10. Act to promote crime and violence prevention as a public service and as an adjunct to victim services.
11. Respect the laws of one's state and country, while working to change the laws may be unjust or discriminatory.

***This Code of Ethics was adapted from the Code of Ethics created by the National Association for Victim Assistance.***

Keep this page, do not submit it with your application.

**Code of Ethics Verification**

I have read the *“Code of Professional Ethics for ECDVC Victim Advocates and Volunteers.”* I understand that in order to provide the best possible care for the victims I serve that it is my duty to follow this code of ethics and when in doubt as to my course of action, I should immediately contact my supervisor.

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Signature

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Date

**Volunteer Agreement Verification**

I have read the *“ECDVC Volunteer Agreement.”* I understand in order to stay in good standing as a volunteer of Elmore County Domestic Violence Council that I must abide by the service standards set forth in the volunteer agreement. I additionally agree to attend two (2) mandatory trainings per year provided by the agency in order to maintain my certification which qualifies me as an ECDVC Victim Advocate.

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Signature

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Date



## **Elmore County Domestic Violence Council**

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Crisis Line 208.587.3300