

## **Affirming Texas Families Services - Volunteer Plans**

Referrals for ATFS services will come from local police and sheriffs departments, schools, churches, and community agencies. Clients can also contact ATFS directly through the hotline.

The volunteer coordinator will communicate with volunteers. ATFS hopes to have 10 trauma trained volunteers per county to respond to victims/clients. Volunteer training can be an in-person training. The volunteer coordinator will complete and oversee the volunteer rotating schedule, with volunteers being on call 2-3x a month (we can have some flexibility with this), and shifts could be 12-24 hours/day (with the likelihood of a call or two max during that shift).

Referrals will first be communicated to the volunteer coordinator through the ATFS hotline. This person will collect the information about the client family and notify the volunteer on call.

### **Volunteers should call within 24 hours of incidence.**

The volunteer calls the client offering free support via phone, or in-person visit. Their job is not to counsel, but to show empathy, and tell the clients about our services. (“One of our staff will be in contact with you soon” “free family counseling”).

Volunteers will complete an initial assessment of the situation based on the visitation, and will be used for ATFS staff’s future use. For efficiency, this will be an online form. The volunteer will document date, length, and type of visit, as well as a short synopsis of what this client family may need. Volunteer coordinator will need to keep track of this information.

**Volunteers are imperative to our success, and our documentation is very important.** We can designate a rate at \$10/hour while they are on call, and \$20/hour while in training, providing support services, travel, or completing documentation. This service is an essential for our grant.

### **Volunteer Description “*Strengthen your community by encouraging families*”**

Affirming Texas Families Services is seeking volunteers who can help us provide emotional support for families in the Cottle, Foard, & Hardeman County area. Volunteers will have training in trauma incidence, and learn what to say to local families in need. Commitments will be 2-3x phone calls (or in-person visits a month), and at your convenience. Empathy and phone skills required.

### **Required Skills include:**

- Completion of ATFS training
- Background check
- Empathy skills
- Willingness to help families
- Personal phone
- Timeliness of service (within 24 hours of incidence)