



Engaging Volunteers & Interns: *How Anti-Trafficking Programs Can Grow & Sustain Volunteer Programs*

May 19, 2016
3:15–4:15 p.m. eastern time

Presenter:

Becky Owens Bullard, Trainer & Consultant on Human Trafficking

The material presented during today's webinar session will be available on the Human Trafficking Learning Community.

The session will be recorded and will begin shortly.

As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line.
If the problem persists, please contact dmclean@ovcttac.org for technical assistance.

A globe of the Earth is held by several hands of different skin tones, symbolizing global unity and support. The globe is centered in the upper half of the image, with the hands reaching up from the bottom. The background is a clear blue sky with a few white clouds at the bottom. The text is overlaid on a dark blue semi-transparent rectangle.

ENGAGING VOLUNTEERS & INTERNS

*How Anti-Trafficking Programs Can Grow & Sustain
Volunteer Programs*

Becky Owens Bullard

Trainer & Consultant on Human
Trafficking

becky.owens.bullard@gmail.com

www.beckyowensbullard.com

Learning Objectives

- Recognize the benefits and challenges of engaging volunteers and interns at various levels
- Describe the difference between interns and volunteers
- Apply best practices in recruitment, interviewing, and training methods to current volunteer/intern program
- Apply methods to retain and sustain your volunteer program
- Recognize how to incorporate survivor volunteers

Poll Question #1

- What type of volunteers and interns does your anti-trafficking program utilize?
 - 1) Volunteers only
 - 2) Interns only
 - 3) Graduate-level interns only
 - 4) All of the above

VOLUNTEER & INTERN ENGAGEMENT

Volunteers

- Primary purpose is to benefit the agency
- Based on service
- Hours are limited
- Length of commitment can be ongoing
- Unpaid

Interns

- Primary purpose is to benefit the individual
- Based on skill development
- Hours are often set to fulfill program requirements
- Length of commitment is fixed, maximum 1 year
- Sometimes paid, often unpaid

Volunteer & Intern Readiness

- Should your organization engage volunteers & interns?
- Do you have the capacity to engage volunteers & interns?
- Where should you engage volunteers & interns?
- How should you engage volunteers & interns?

Conversations should involve management and non-management staff

Poll Question #2

- Where in your program do you utilize volunteers & interns?
 - 1) Client services
 - 2) Hotline
 - 3) Program support (research, website, social media, event planning)
 - 4) Special events
 - 5) Administrative
 - 6) All of the above

Levels of Engagement



Direct
Services

Programmatic
Support

Specialist Assistance,
Special Events

Levels of Supervision



Engaging in Direct Work

Challenges

- High need of supervision
- Skills-based
volunteer/intern
- Self-care & secondary
trauma
- “Zoo Effect”/rescue

Benefits

- Extend capacity
- Expand direct
understanding of issue
- Powerful impact on
volunteer/intern and
survivor

VOLUNTEER & INTERN RECRUITMENT

Identify Program Needs



Develop Position Descriptions



Create Interview Process & Questions



Develop Training Curriculum & Levels



Identify Key Recruitment Populations & Events



Set Annual Training Schedule

Recruitment

- **Intentional Recruitment:**
 - Skills- and knowledge-based
- **Job Description With—**
 - Clear expectations
 - Qualifications preferred
 - Training and hours required



VOLUNTEER POSITION DESCRIPTION

Crisis Line Volunteer

Reports To: Director of Programs

Classification: Volunteer

General Purpose and Responsibilities of Position

The Crisis Line Volunteer is responsible for responding to Between Friends' Crisis Line during her or his assigned shift and for providing crisis intervention and referrals to callers affected by domestic violence. Crisis Line Volunteers provide crisis counseling and referrals to clients, and record accurate and objective case notes/narratives. The crisis line is completely transferable and does not need to be answered at our office. Volunteer shifts during weekdays also include opportunities to assist in day-to-day functions of the office. Volunteers cover a weekly shift (s) between the hours of **9 a.m. to 5 p.m. Monday through Friday**. Shifts are as follows: 9a.m.-12pm, 12p.m.-3p.m. and 3pm-5p.m. The shifts can be answered from home, as crisis line calls can be forwarded to outside lines, only **after six months of answering the crisis line at the Rogers Park office.**

Knowledge and Skill Requirements

Qualifications: The ideal volunteer is empathic, non-judgmental, a good listener and has an awareness of the impact of domestic violence on women and children. The individual needs to value working with different populations.

Experience: Previous experience in crisis intervention and/or the field of domestic violence is preferred.

Availability: As part of the application process, volunteers should be prepared to discuss their weekly time commitment. Because of the extensive training provided for this position, volunteers must be able to commit to volunteering three three-hour shifts a month for at least one year.

Licenses/Certification: Before staffing the Crisis Line, each individual must complete the 40-Hour Domestic Violence Training provided by Between Friends, unless the volunteer has completed the 40-hour training at another Illinois Certified Domestic Violence Professional (ICDVP) approved training site.

Computer and software knowledge: Email access is required

Responsibilities

- Respond to calls on the crisis line by providing support and referrals
- Regularly complete and submit documentation of services provided as requested by the Director of Programs

Interviewing

- Online application asking about interest and experience
- Resume/CV, cover letter, writing sample
- Background check
- Questions
- Set length
- Set timeframe



Interview Questions

- **Why** are they interested in working on this issue/in this capacity?
- **What** are they hoping to get out of the experience?
- **How** can they utilize their skills toward the mission of the agency?
- Ask questions about self-care (direct or indirect)

Interview Red Flags



Unsure why they want to volunteer



No clear motive for volunteering



Vague on time commitment



Sense that they are taking on too much



“Zoo Effect” or rescue mentality

Training

- **Develop Building Block Training Curriculum**
 - Hours based on volunteer engagement level
- **Avoid Ad-Hoc Training**
 - Set quarterly, biannual, or semester-based trainings
- **Evaluate Staff Time Used for Training**

Sample Training Outline

- **Human Trafficking Overview** (What is the crime?)
- **Organizational Overview** (What do we do to address it?)
- **Volunteer & Intern Program Overview** (How do you engage in our mission?)
- **Importance of Confidentiality**
- **Advanced Trainings for Direct Work** (Indepth Trafficking Victim Understanding, Case Management Best Practices, Hotline Response Protocols, Trauma-Informed Care, Safety Planning, etc.)
- **Self-Care & Secondary Trauma**

Poll Question #3

- How many hours do staff dedicate to recruit, interview, and train volunteers & interns in any given month?
 - 1) 0–5 hours
 - 2) 6–10 hours
 - 3) 11–15 hours
 - 4) 15–20 hours
 - 5) 20+ hours

**VOLUNTEER & INTERN
RETENTION &
SUSTAINABILITY**

Value Their Time

“Treat their donation of time with as much importance as you would a monetary donation—because, some would say, a donation of time is more valuable.”

~Kathryn Pauley

Value Their Time

- Be on time and prepared
- Have a plan to maximize their time
- Don't keep them beyond their commitment
- Communicate how meaningful their contribution is

Recognize Their Contribution

- Public acknowledgement
- Volunteer & intern awards (can be alienating) – “Spotlight”
- Volunteer & intern social events
- Volunteer & intern “thank you” events
- Make a connection
- Show how they are a part of the big picture

Volunteer & Intern Leadership

- Ask for input on volunteer & intern program
- For long-term volunteers & interns, involve them in creating/updating recruitment and retention plan
- Identify potential leadership roles that can be managed by a volunteer or intern

Keeping Up With Trauma

- Make self-care a priority
- Volunteer & intern debriefing
 - Client work, graphic research, disturbing films
- Give time for volunteers & interns to talk to each other

ENGAGING SURVIVORS IN VOLUNTEER & INTERNSHIP ROLES

Poll Question #4

- How does your agency engage survivors in a volunteer or intern capacity?
 - 1) In direct services
 - 2) In public speaking
 - 3) In programmatic support
 - 4) As advisory support
 - 5) Survivors not currently engaged

Engaging Survivors

Challenges

- Re-traumatizing
- Re-exploitative
- Boundaries with current clients
- Tokenizing survivors

Benefits

- Impact on community is substantial
- Essential perspective for programs
- Important support for clients

Survivor Volunteers & Interns

- **Engagement**
 - Think beyond survivor speakers—welcome letters, mentors, material reviews, audits
- **Recruitment**
 - Outside recruitment difficult, often pulling from past clients
- **Interviewing**
 - Questions regarding their *healing process* and *readiness* to be involved are essential
- **Training**
 - Comprehensive training still needed—not all trafficking stories are the same

Crime Victim Advisory Council (CVAC)



CVAC

- Advisory Council that offers input on—
 - Program development (FJC), material reviews, research, community outreach
- Speaking events for various audiences
- For survivors, led by survivors
- Screening for where the survivor is in the healing process
- Act as a support system for each other

Resources

- **How to Engage Volunteers –**
<http://www.volunteerhub.com/blog/engage-volunteers/>
- **Idealist Volunteer Management Resource Center –**
<http://www.idealist.org/info/VolunteerMgmt>
- **Volunteer Match –**
<http://www.volunteermatch.org/nonprofits/>
- **Find your local nonprofit volunteer center**

Questions?

