



Volunteer Visit Monitor Volunteer Position Summary

The Family Visitation Program (FVP) provides supervised visits and monitored exchanges to families with a history of domestic violence, substance abuse, child abuse and neglect, mental health issues, and high-conflict parental separation. Children have a safe place to visit and form healthy relationships with their non-custodial parent, or to exchange between parents for weekend visits. Parents have no contact with each other while using the service. Families are referred by the courts or The Department of Social Services.

Volunteer Visit Monitors: Volunteers supervise visits and exchanges. The primary goals of supervision are to ensure the physical and emotional wellbeing of the child and to enhance the parent/child relationship. Volunteer Visit Monitors conduct 15 minute coaching/goal setting sessions with visiting parents. Extensive, objective notes are taken on all visits and exchanges and Visit Monitors are responsible for ensuring neutral, accurate records.

Time Commitment:

- 2 hours/week for at least 6 months and required ongoing training

Monitor visits and exchanges:

- Conduct visits and exchanges in accordance with policies to ensure safety
- Enforce and support program rules and procedures
- Take extensive objective notes on each visit/exchange
- Make the Client Services Coordinator aware of problems and concerns
- Intervene in visits as necessary to ensure the safety and wellbeing of children
- Re-direct parent behavior as appropriate
- Suggest developmentally appropriate games and activities
- Conduct 15 minute coaching and goal setting sessions with parents before and after visitation

Training:

- Participate in 24 hours of training in the first year, 12 hours per year in subsequent years.
Includes:
 - 10-12 hours of scheduled classroom training
 - 12 hours of on-going training per year
- Participate in peer supervision sessions and ongoing in-service training
- Give and receive feedback from staff and peers

Requirements/core competencies for volunteer placement:

- Be at least 21 years old or a rising college senior
- Complete the FVP training program and at least 12 additional training hours in the first year
- Undergo a background and reference check.
- Sign a volunteer, confidentiality, and press agreement
- Ability to see and hear

- Ability to follow written and oral directions
- Fluent speech and understanding of the English language (Spanish helpful, not required)
- Ability to write clearly in English (Spanish helpful, not required)

Benefits to the Volunteer

- Share or gain valuable experiences and skills in human services
- Work one-on-one with parents and families
- Convenient and flexible evening volunteer hours
- Training and services provided in a warm, supportive environment
- Minimal previous experience necessary
- Undergraduate and graduate internship opportunities available

Candidates will the following characteristics/education/experiences will be considered favorably:

- Experience working with parents/children
- Emotional maturity
- A non-judgmental attitude
- Comfort with giving feedback and guiding others to improve
- Willingness to accept feedback and coaching
- Knowledge of appropriate parenting and child development
- Experience with highly sensitive and confidential information
- Knowledge or training in family systems, child abuse, mental health, and domestic violence
- Willingness to treat all clients with respect and dignity
- Willingness to adhere to firm rules and boundaries
- Experience setting personal boundaries with clients
- Experience with coaching and goal setting
- Flexibility and willingness to do what it takes, make changes as needed, learn from experience, and move forward efficiently

Training:

The Family Visitation accepts applications to be a Volunteer Visit Monitor on an ongoing basis. Interested volunteers should fill out the Volunteer Application to receive information and apply to be a participant the next scheduled volunteer training (trainings are scheduled approximately 4 times per year). Volunteer training consists of a combination of 10-12 hours of “classroom” instruction, and 6-10 hours of shadowing. If you have questions or would like to submit an application, please contact Jessie Rosenberg, Family Visitation Program Director at jessier@mediatewnc.org or (828) 251-6089 x19.

**Family Visitation Program
Volunteer Application**

Date: _____

PERSONAL INFORMATION

Name: _____
 Last First Middle

Address: _____
 Street Apt. #/P.O. Box City State Zip

Phone: (H) _____ (C) _____ (W) _____

Email Address: _____

Date of Birth: _____

Employer or University: _____

Primary Emergency Contact: _____

Phone: _____

Secondary Emergency Contact: _____

Phone: _____

HOW DID YOU HEAR ABOUT US?

Internet/Website _____ Friend/Family _____ 211/Hands On _____

Flyer/Brochure _____ Event _____ Professor/Advisor _____

Other (*please specify*): _____

EDUCATIONAL BACKGROUND

Highest Level Completed: _____ Dates Attended: _____

Name of School & Location: _____

Diploma/Degree (*If Applicable*): _____

Do you speak a second language? Yes: _____ No: _____

What language(s)? _____

BACKGROUND INFORMATION

Why do you want to volunteer with the Family Visitation Program?

What skills do you bring to the Family Visitation Program?

AVAILABILITY

Each visit lasts for 1.5 hours. Volunteers are expected to arrive 15 minutes before the visit to prepare, and stay 15 minutes afterwards to wrap-up the visit.

What is your availability? ____ Weekly ____ Every Other Week

	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>
2:00-3:30pm			
3:45-5:15pm			
4:15-5:45pm			
5:30-7:00pm			
6:00-7:30pm			

	<i>Friday</i>
2:00-3:30pm	
4:00-5:30pm	

Have you or anyone in your immediate family used the services of the Family Visitation Program?

Yes: ____ No: ____

If yes, please explain: _____

Have you ever been convicted of a felony? Yes: ____ No: ____

If yes, please explain: _____

Have you been convicted of any crime or been involved in any legal action involving

- Domestic Violence? Yes: _____ No: _____
- Child Abuse? Yes: _____ No: _____
- Illegal Substances? Yes: _____ No: _____
- Family Court? Yes: _____ No: _____

If yes, please explain: _____

As an applicant to volunteer with the Family Visitation Program, please be aware that we are working with families from a variety of backgrounds. Families with histories of domestic violence, substance use, mental health issues, divorce and custody, child abuse, and other concerns are clients of the Family Visitation Program. Potential volunteers are encouraged to be aware of any past or present incidences in their own life that may initiate strong emotions or challenges in working with certain situations. Family Visitation Program staff is available to process any concerns with applicants, and/or applicants are encouraged to talk with any professionals or supports in their life who may be of assistance.

Please initial each part:

_____ I have read the position description, core competencies, and am aware of my own potential biases, and I believe that I meet all the requirements for the position.

_____ If selected, I commit to honoring the volunteer role and schedule. I will provide at least 2 weeks' notice if I am unable to perform volunteer responsibilities

PROFESSIONAL/ACADEMIC REFERENCES

Give the reference forms to at least 2 people, one personal and one professional, who can speak to your strengths and contributions to the Family Visitation Program. References must be returned directly to the Mediation Center. All applications and references must be submitted via email to: jessier@mediatewnc.org, via fax to: (828) 232-5140, or via mail to:

The Mediation Center
ATTN: Family Visitation Program
40. North French Broad Ave.
Suite B
Asheville, NC 28801

I have asked the following people to provide references:

Name of Reference	Email Address	Phone



REFERENCE FORM
The Mediation Center: Family Visitation Program

References must be sent directly by the individual filling them out. Please return this form via e-mail to jessier@mediatewnc.org, via fax to: (828) 232-5140, or via mail to: The Mediation Center, ATTN: Family Visitation Program, 40. North French Broad Ave. Suite B. Asheville, NC 28801

Your Name: _____

Name of person you are providing a reference for: _____

The person named above is applying for a volunteer opportunity with the Mediation Center's Family Visitation Program. A successful volunteer will have experience working with parents/children, emotional maturity, a non-judgmental attitude, comfort with giving feedback and empowering others, and experience with sensitive and confidential information. Their ability to function well as a member of a team as well as to be aware of safety risks is critical. Your honest and objective answers will be very helpful to the selection committee. All references will be reviewed only by those who are part of the volunteer selection process who have a duty to review them. They will not be shared with the applicant. *Thank you for your help and time!*

Indicate the rating that describes (to the extent of your knowledge) the degree to which the applicant has the qualities listed below:

5= Always 4= Usually 3= Sometimes 2= Seldom 1= Never 0= Don't Know

Qualities	5	4	3	2	1	0
Has poise and ease in meeting people						
Relates well people from diverse backgrounds						
Sets appropriate boundaries with children and other adults						
Accepts people of backgrounds different from their own						
Is adaptable, flexible						
Shows good judgment						
Is reliable/dependable						
Adapts well in stressful situations						
Has a professional appearance						
Has a positive attitude						
Communicates in a positive manner						
Communicates in a timely manner						

Comments about any of the items listed above:

1. Please describe the applicant's strengths and skills as they relate to experience working with parents/children, emotional maturity, and experience with sensitive and confidential information

2. Do you have any reservations about recommending this person to volunteer? Yes: _____ No: _____

Comments:

3. How long have you known the applicant?

4. What is your relationship to the applicant?

Your Name: _____

Date: _____

Phone number: _____

Email: _____