

First Step, Inc.
624 Indiana Ave. Suite 304
Wichita Falls, Texas 76301
Telephone: (940) 723-7799 Fax: (940) 723-1132

Volunteer/Intern Application

The well-being of the client is first and foremost to the staff at First Step. For this reason, we recommend that current or recent clients of First Step wait one year after receiving services to allow for healing time before volunteering. Thank you for your understanding and patience in this matter. Every volunteer must complete this application and release forms prior to being placed as a volunteer at First Step. All of the information on this form will be treated in a confidential manner and will be used solely to determine placement at First Step.

Date: _____ Email Address: _____

Last Name: _____ First: _____

Ms. _____ Mrs. _____ Mr. _____

Street Address: _____

City & State: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____ Cell: _____

Social Security Number: _____ - _____ - _____ U.S. Citizen: ____ Yes ____ No

Present employer: _____ Position: _____

What days and hours do you work? _____

Educational Background

High School ____ GED ____ College (yrs.) ____ Grad. School (yrs.) ____

Major _____ Degree(s) _____

Are you presently attending school? Yes ____ No ____

If yes where? _____

Are you bilingual? _____

Volunteer Screening Survey

Why do you want to become a volunteer at First Step?

What do you feel are your strengths and weaknesses you will bring to this program?

Strengths: _____

Weaknesses: _____

What volunteer, vocational activities or organizations have you been involved in within the last year?

What kind(s) of volunteer jobs are you interested in at this time?

Please list when you are available to volunteer?

Mon. Hrs. _____ **Tues.** Hrs. _____ **Wed.** Hrs. _____

Thurs. Hrs. _____ **Fri.** Hrs. _____ **Sat.** Hrs. _____

Sun. Hrs. _____

How did you learn about First Step? Friend _____ Radio _____ Newspaper _____ Internet _____
Television _____ Speaker _____ Other _____

References: List three persons (other than relatives or immediate job supervisor) who are familiar with your qualifications and character. Use people you have known well-for at least one year-and have had relatively recent contact with. These individuals will be contacted in writing or by phone by First Step.

1) Full Name: _____

Street, City & zip code: _____

Daytime phone: _____ Relationship to you: _____

How long have you known each other? _____

2) Full Name: _____

Street, City & zip code: _____

Daytime phone: _____ Relationship to you: _____

How long have you known each other? _____

3) Full Name: _____

Street, City & zip code: _____

Daytime phone: _____ Relationship to you: _____

How long have you known each other? _____

Have you been a prior client of First Step, Inc.? If yes, what were your dates of assistance?

I have completed this application to become a First Step volunteer. Each question is answered truthfully to the best of my knowledge. I understand that each volunteer applicant is required to complete all steps of the volunteer application process prior to placement. I understand that First Step is not obligated to place me as a volunteer and if placed, I will follow the procedures for volunteers as adopted and approved by the board of directors of First Step. If, at any time, I am unable to fulfill my obligation as a First Step volunteer, I agree to notify the organization immediately. I understand that my references will be contacted in writing or by phone and that my application cannot be processed until all references and background checks have been completed.

Signature of applicant: _____ Date: _____

EMERGENCY CONTACT:

First Step, Inc.
POB 4085
Wichita Falls, Texas 76308
Authorization to Investigate Background

I understand that it will be necessary for First Step to investigate my background and to check my character references. I hereby give my consent for the information exchange and authorize any agency having such information pertaining to me or my background to release any and all information requested by First Step. This authorization constitutes my advance written permission for release of such information sought by First Step from any agency or person, regardless of any previously executed documents limiting the release of such information.

The following information is requested for the criminal history check that First Step runs on each employee, volunteer applicant, or intern as part of the volunteer screening process.

Social Security Number: _____ - _____ - _____ **Date of birth:** ____/____/____

Driver's License #: _____ **State:** _____
Male: _____ **Female:** _____

Please Print

Last Name: _____ **First:** _____

Middle: _____ **Maiden:** _____

Please list any other names you have used. _____

Have you lived in Texas for the last three years? ___Yes ___No

If no, what state(s) have you lived in within the last three years?

Circle Race: Black Hispanic Caucasian Asian Native American Other

Have you been convicted within the previous (10) years of any felony or misdemeanor?

Yes ___ No ___

If yes, please explain: _____

Signed: _____ Date: _____

Witness: _____ Date: _____

In the event that you need to provide transportation to others as a volunteer for First Step, is your automobile insured for the legally required minimum? ___No ___Yes

Insurance Company: _____ Exp. Date: _____

Thank you for your willingness to complete the Volunteer Application in order to become one of the many volunteers who are working to end domestic violence and sexual assault.

Your application will be processed immediately. If you have any questions, please call or email

Program Coordinator
(940) 723-7799
firststepprocoordinator@yahoo.com

First Step, Inc.

VOLUNTEER CONFIDENTIALITY AGREEMENT

The well-being of the client is of the utmost importance at First Step. For this reason, we ask you to adhere to the following policies and procedures

By signing this document I, _____ **(please print clearly)**
State that I will comply to First Step, Inc. policy and procedures as follows. I fully understand that I *cannot* provide any services to the First Step, Inc. shelter, Family Store or administrative offices or any property of First Step, Inc. if I have been a party to a domestic violence or sexual assault incidence. This includes an incident which leads a person I have or had contact with to seek First Step, Inc. shelter, counseling, or legal services due to my actions. _____ **(please initial)**

I fully understand that any and all information received, either verbally, written, or through case records, must be kept in the strictest confidence in accordance with all Federal and state rules, regulations and laws. I also agree that the location of the First Step Shelter is not to be disclosed and that confidentiality must be maintained while provided a service to First Step and after I have separated from FIRST STEP, INC. _____ **(please initial)**

I understand that the Executive Director, or in the absence of the Executive Director, a designated staff member must be notified immediately if a court order is served regarding any program records, residents, nonresidents, shelter center activities or personnel issues
_____ **(please initial)**

I also understand fully that any ramifications that may arise through my neglect will be solely my responsibility and not those of FIRST STEP, INC. _____ **(please initial)**

Note: Volunteers cannot “drop in” at any time at the shelter. For entrance to the shelter, you must make prior arrangements with the Program Coordinator. No one is to enter the shelter without the knowledge and authorization of the Program Coordinator and/or shelter staff. If you receive authorization and a staff member questions your visit, please be patient while they verify your identity and reason for the visit. Due to the nature of this organization, we require and appreciate your understanding and patience on this matter.
_____ **(please initial).**

Volunteer Signature

Date

Program Coordinator

Date



First Step, Inc. Volunteer Position Description

Position Title: Front Desk Volunteer-Admin

Purpose: This position serves as the receptionist for First Step, Inc. for the administrative office. The Front Desk Volunteer supports the organization's mission of promoting safe and healthy communities free from violence through outreach, education, and supportive services, and also represents the organization to the public who visit or contact the main office on days assigned between Monday-Friday 8am-5pm.

Location: The Front Desk Volunteer works in the public reception area of the organization's main office at 624 Indiana Ave, Suite 304, Wichita Falls, TX

Key Responsibilities:

- ❖ The Front Desk Receptionist answers the main phone line and directs calls
- ❖ Assists victims on hotline calls while using appropriate paperwork
- ❖ Greets guests and directs them to appropriate channels
- ❖ Provides referral information for callers and/or walk-ins
- ❖ Records donations brought up to admin
- ❖ Relieve staff for lunch
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Executive Director, Program Director, and Program Coordinator

Time Commitment: Flexible. First Step, Inc. will work with your schedule

Qualifications: Basic computer knowledge. Must be: courteous, dependable, organized, and punctual. Must be able to stay calm and focused during a critical situation.

Support: Orientation and training for this position will be provided by the Program Coordinator. In addition, all office staff will be available for questions and assistance.

Dress Code: Business Casual



First Step, Inc. Volunteer Position Description

Position Title: Office Volunteer-Shelter

Purpose: This position serves as the receptionist for First Step, Inc. for the shelter. The Office Volunteer supports the organization's mission of promoting safe and healthy communities free from violence through outreach, education, and supportive services, and also represents the organization to callers or approved visitors who contact the shelter.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Shadows Shelter staff
- ❖ Office Receptionist answers the main phone line and takes messages as needed
- ❖ Assists victims on hotline calls while using appropriate paperwork
- ❖ Answers questions about the shelter that are deemed suitable to discuss
- ❖ Provides referral information for callers
- ❖ Conduct intakes with new clients
- ❖ Assists clients with questions or needs
- ❖ Records donations brought to the shelter
- ❖ Relieve staff for lunch
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Shelter Manager, Resident Advocate, Survivor Specialist, and Program Coordinator

Time Commitment: Flexible. First Step, Inc. will work with your schedule

Qualifications: Basic knowledge of computer and Microsoft Word. Must be: courteous, dependable, organized, and punctual. Must be able to stay calm and focused during a critical situation.

Support: Orientation for this position will be provided by the Program Coordinator. You will be required to shadow a shelter staff member to complete training. In addition, all shelter staff will be available for questions and assistance.

Dress Code: Business Casual. Closed-Toe Shoes recommended.



First Step, Inc. Volunteer Position Description

Position Title: Event Volunteer

Purpose: The Event Volunteer is responsible for helping First Step, Inc. staff with the details and duties of events and training throughout the year. The Event Volunteer supports the organization's mission of promoting safe and healthy communities free from violence through outreach, education, and supportive services.

Location: To Be Disclosed

Key Responsibilities:

- ❖ Collaborates with coordinator of event
- ❖ Promote event through press releases and interviews to local media outlets
- ❖ Assist with marketing material (i.e. rack cards, flyers, etc.)
- ❖ Maintain registration forms (if applicable)
- ❖ Assists coordinator with program information (if applicable)
- ❖ Answers questions about the event
- ❖ Orders and prepares refreshments (if applicable)
- ❖ Helps set up and break down before and after event
- ❖ Ensures proper accolades and thank-you's are prepared and sent
- ❖ Meets with event coordinator on designated days
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Program Director, event coordinator

Time Commitment: Flexible, depending on type and length of event.

Qualifications: Basic knowledge of computer and Microsoft Word. Must be: courteous, dependable, organized, and punctual.

Support: The event coordinator will work closely to ensure all duties and details are assigned.

Dress Code: Can range from informal to formal wear.



First Step, Inc. Volunteer Position Description

Position Title: Children's Program Volunteer

Purpose: The Children's Program Volunteer is responsible for helping First Step, Inc. with the established children's program.

Location: Shelter-Undisclosed

Key Responsibilities:

- ❖ Collaborates with student/interns running the program (if applicable)
- ❖ Conducts age-appropriate activities during designated group times with children, with a focus on self-esteem, feelings, positivity, etc.
- ❖ Hands out and collects group assessment forms from group participants
- ❖ Reports to parents if requested
- ❖ Provide activities outside of children's group (i.e., on weekends)
- ❖ Assists in securing resources for children (for example, community activities, Parent(s) Day out programs, etc.)
- ❖ Type up and hand in case notes and individual daily logs
- ❖ Meets with Program Coordinator on designated days
- ❖ Other duties as assigned

Responsible to: Shelter Staff, Program Coordinator

Time Commitment: Flexible. First Step will work with scheduling

Qualifications: Basic knowledge of computer and Microsoft Word. Must be: courteous, dependable, organized, and punctual. Must be able to stay calm and focused during a critical situation.

Support: Orientation will be provided by the Program Coordinator. Training will be provided by a shelter staff member and/or the facilitator of the group if applicable.

Dress Code: Casual to Business Casual.



First Step, Inc. Volunteer Position Description

Position Title: Graphic Design Volunteer

Purpose: The Graphic Design Assistant provides First Step, Inc. employees with company website as well as marketing materials.

Location: First Step, Inc. Admin Office 624 Indiana Ave, Suite 304, Wichita Falls, TX

Key Responsibilities:

- ❖ Assists First Step, Inc. staff with updating company website, including graphics, layout, and formatting
- ❖ Provides assistance with various promotional materials, such as flyers, programs, and brochures
- ❖ Meets with Program Coordinator on designated days

Responsible to: Program Coordinator

Time Commitment: as needed

Qualifications: Must have advanced knowledge of computers

Support: Orientation will be provided by the Program Coordinator

Dress Code: Casual



First Step, Inc. Volunteer Position Description

Position Title: SAVE Team

Purpose: The SAVE team is for volunteers who are interested in sexual assault hospital advocacy. These volunteers have been educated on how to advocate for and accompany victims who have been sexually assaulted.

Location: United Regional Medical Center

Key Responsibilities:

- ❖ Advocates for sexual assault victim
- ❖ Actively listens to victim's story and records relevant information (to be handed in to admin office during business hours)
- ❖ Establishes trusting relationship with victim
- ❖ Provides empathy and caring during victim's time at the hospital
- ❖ Accompanies victim to the SANE exam room (if applicable)
- ❖ Provides First Step, Inc. information as well as pertinent information to the client (e.g. rack cards, brochures about sexual assault and victim's rights, etc.)
- ❖ Stays with victim until victim is discharged
- ❖ Attends required trainings to stay abreast of new information
- ❖ Responsible for keeping up with hours and recording them on volunteer timesheet

Responsible to: Program Coordinator and Professional Trainer

Time Commitment: First Step, Inc. staff members are on call during business hours. We prefer those with availability for 4pm-8am on weekdays (not required to work this entire span of time) and those with availability on weekends; however, we will work with your availability.

Qualifications: First Step, Inc. needs volunteers who are empathetic, good/active listeners, and warm, perform well in crisis situations, and who will be dedicated to helping victims.

Support: Orientation will be provided by the Program Coordinator. Training will be provided by the Professional Trainer.

Dress Code: Casual.



First Step, Inc. Volunteer Position Description

Position Title: Intern/Practicum Counseling Student

Purpose: This volunteer position is for Master's level Counseling, Psychology, and Social Work students who are in need of a field site for training hours.

Location: Mainly at First Step Shelter-Undisclosed

Key Responsibilities:

- ❖ Provides counseling services, free of charge, to eligible current and new clients
- ❖ Facilitate either adult support group, parenting class or children's group
- ❖ Conduct intakes for each new client or returning client seen
- ❖ Coordinates with other intern/practicum students as needed
- ❖ Responsible for keeping up with hours and recording them on volunteer timesheet
- ❖ Meets with Program Coordinator at designated times
- ❖ Meets with Survivor Specialist at designated times

Responsible to: Program Coordinator and Survivor Specialist

Time Commitment: First Step, Inc. will work with your schedule

Qualifications: currently in Master's program for counseling, psychology, and social work or graduate of Master's program seeking internship for licensure hours.

Support: Orientation will be provided by the Program Coordinator. Your on-site supervision and training will be provided by the Survivor Specialist

Dress Code: Business Casual to Business Formal