



1984-2014 Celebrating 30 Years of Service

Children's Alliance Center (CAC) * Second Street Learning Center *

Shelter * Supportive Housing * Supportive Services for Veteran Families

430 N. Second Street, Reading PA 19601 * (610) 374-4696 * www.opphouse.org

CHILDREN'S ALLIANCE CENTER (CAC)

VOLUNTEER POLICY

1. Recruitment

Interns/volunteers are generally recruited through local colleges and universities.

2. Selection

Candidates are interviewed by the Vice President of the Children's Alliance Center. All candidates must be actively enrolled in a related field such as criminal justice, psychology, social services or other related curriculum.

3. Screening

All potential candidates are required to have current mandatory clearances (Pennsylvania Childline, Pennsylvania State Police Criminal Background, and cogent fingerprint) prior to their acceptance into the program.

4. Training

The CAC internship program serves as the formal training program for all interns/volunteers. The duties include intake paperwork, observing forensic interviews, assisting with client satisfaction surveys, fund raising activities and other duties as assigned.

Interns/volunteers of VOCA funded programs not affiliated with State Coalitions or Chapters and having direct contact with victims, shall complete an additional 32 hours of training. The following topics will be covered: advocacy skills, communication, counseling skills, crisis intervention, mandated reporting, disabilities, diversity and cultural competence, ethics in victim services, overview of the criminal, juvenile and civil justice system including the appeal process, select trainings of types of victims served through the Victims' Services Program, self care, values clarification and confidentiality.



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5. Confidentiality

All interns/volunteers sign mandatory confidentiality agreements.

6. Work Rules

The successful operation and reputation of the Children's Alliance Center is built upon principles of fair dealing and ethical conduct. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Children's Alliance Center is dependent on our clients' trust and we are dedicated to preserving that trust. Interns/volunteers are expected to conduct themselves in a manner that will merit the continued trust of our clients and financial supporters and to act in a way that will merit the continued confidence of the public.

The Children's Alliance Center will comply with all applicable laws and regulations and expects all interns/volunteers to conduct business in accordance with the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct.

In general, the use of good judgment based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the Vice President of the Children's Alliance Center, and if necessary, with the President of Opportunity House for advice and consultation.

Compliance with these work rules is the responsibility of every intern/volunteer. Disregarding or failing to comply with this standard of business ethics and conduct could lead to dismissal from the program.

7. Supervision

All interns/volunteers are under the direct supervision of the Vice President of the Children's Alliance Center.



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8. Evaluations

Written evaluations are conducted by the Vice President of the Children's Alliance Center and provided to the intern's/volunteer's respective college or university.

9. Grievance Procedures

Interns/volunteers are encouraged to address any concerns or issues with the Vice President of Children's Alliance Center. If appropriate, concerns or issues may be directed to the President of Opportunity House. The documents for written grievances are available in the offices of Children's Alliance Center and Opportunity House.

10. Dismissal

Dismissal from the internship/volunteer program will be at the sole discretion of the Vice President of the Children's Alliance Center and/or the President of Opportunity House.

Resignation is a voluntary act initiated by the intern/volunteer. Although advance notice is not required, the Children's Alliance Center respectfully requests at least two weeks' written notice of resignation from the program.

LAST UPDATED: FEBRUARY, 2017