



FAC Intake Support Volunteer

The FAC Intake Support Volunteers are an essential part of FAC operations and Safelight's mission. Volunteers appear in Henderson County District Court to identify potential clients, conduct intakes with such identified persons, explain Safelight services, and connect victims with FAC advocates. The volunteer will support victims of domestic and sexual violence seeking restraining orders (50B or 50C orders) and may assist in filing if they have not yet done so. The FAC Intake Support volunteer does not provide accompaniment or case management beyond the initial meeting of a potential client, unless otherwise requested by staff. Volunteers report to the FAC Program Manager and the Volunteer Coordinator.

Volunteer education will include:

- A minimum of 25 hours of pre-service education on intimate partner violence, hospital procedures, and advocacy skills;
- Additional training and experiencing through shadowing staff advocates;
- Five (5) hours of in-service education each year; and
- Ongoing support and coaching from FAC staff members.

Volunteer duties are as follows:

- Support Safelight advocates in court;
- Commit to a minimum of two (2) morning (8:45 am to 12:30pm) court shifts per month;
- Identify potential clients through criminal court docket, civil court docket, new arrests, or new protection order appearances;
- Complete FAC intake paperwork and return to FAC Client Advocates;
- Provide brief overview of next steps in court process to victims;
- Provide overview of available Safelight services; and
- Connect victims to applicable Safelight services for immediate assistance.

Volunteer qualifications will be assessed during and following education to ensure:

- Age of 18 years or older;
- Demonstrated knowledge of interpersonal violence, sexual violence, and child abuse issues;
- Demonstrated maturity, empathy, and alignment with Safelight philosophy and client protocols;
- Ability to comply with Safelight's mission to practice trauma informed care in all client interactions;
- Commitment to serve all victims of violence seeking services in our community, including those of diverse racial, ethnic, cultural, socio-economic, gender, and sexual orientation identities;
- Commitment to respect and cooperation among service partner relationships;
- Excellent listening and communication skills; and
- Experience in working with victims (preferred but not necessarily required).