
VSC Overview

Our Mission: To provide individualized services and resources to victims of sexual assault, violent crime and traumatic circumstances, through crisis response, advocacy, therapy and community awareness.

Our Vision: To transform victims' lives and prevent violence in our community.

VSC Overview: Since 1999, the Victim Service Center has been providing services to crime survivors in the Central Florida community. VSC provides individualized services and resources to victims of sexual assault, violent crime, and traumatic circumstances through crisis response, advocacy, therapy, and community awareness. VSC operates the only Certified Rape Crisis Center for both Orange and Osceola Counties in Florida. We provide around the clock support 24 hours a day, 7 days a week including a confidential sexual assault hotline, forensic collection, case management, and crisis counseling.

VSC Beliefs

- All who share a commitment to our mission are welcome to join us in our work.
- Every member of the VSC team is valuable and all of our volunteers' time, talents, and efforts are special gifts that are to be appreciated, respected, recognized and never taken for granted.
- The right role can be found for individuals with a heart and a desire to serve.
- The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.
- VSC values volunteers by giving them meaningful work to do and the materials, tools, training, and supervision to complete their tasks safely and in a timely manner.
- All volunteers deserve frequent and accurate information about VSC activities and operations provided through regular, open, one-on-one communication

with staff, through publications, and through conversations with volunteer leaders.

- Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.
- VSC believes in providing training on cultural competency to its volunteers which is defined as the ability to recognize the diversity of a community's perspective based on factors including race, ethnicity, sexual orientation, disability, income, geographic influence, religion, age, and the effect those factors have on the community's need for, and access to, service defined by the organization.

Volunteer Assignments

- Advanced service volunteer(s); must have completed *volunteer application*, *favorable level 2 background screening*, *attended volunteer orientation* and the *30 hour Florida Council Against Sexual Violence (FCASV) training*, prior to volunteering.
- Volunteer assignments may reflect ones' skills, interests and the agency's needs and/or requirements.
- Active volunteers are asked to provide a minimum of *10 hours* of service to Victim Service Center of Central Florida per month.
- Volunteer will sign in before beginning their shift and sign out at the conclusion of their shift.
- Volunteer will not use social media to post pictures about VSC, its client, or the VSC staff.

- All volunteers must respect and honor confidentiality at all times including location of confidential forensic exam sites, VSC clients or client records/information, or any other personal VSC staff or client information.

Volunteer Commitment & Training

Due to the nature of our services and the clients we serve, it is important that VSC volunteers receive comprehensive training.

For those interested in providing advanced service, each volunteer will be responsible for taking the 30-hour ACT training. Following their ACT training, the volunteer will receive additional training with VSC staff dependent on their volunteering interests. **VSC asks those interested in assisting the agency through advanced service to commit 10 hours of service per month.**

In the event you are scheduled to volunteer and are unable to make it, please notify VSC staff as soon as possible. Inconveniences often arise however, please keep us informed if your schedule changes.

Victim Service Center of Central Florida volunteers are critical to the success of the agency and are highly valued and appreciated. The VSC team relies heavily on volunteers to help fulfill our mission and to best serve victims of crime in our community.

Volunteer Background Screenings

VSC direct service and ongoing volunteer position require background screenings. To complete the background screening, please follow the steps below.

- 1) Complete the Fingerprinting Applicant Information Form.
- 2) Call SureScan 407-982-2077 to schedule an appointment for fingerprinting.
- 3) Bring form along with \$60.00 cash or credit to:
1 SureScan located at 1516 E Colonial Drive Suite 301, Orlando, FL, 32803

Once the fingerprinting is completed, we should receive the results within 2 weeks. As soon as we receive the results, we will notify you that you are able to begin actively volunteering. If we receive a background check with a history, the results will go to the Executive Director to review and the decision will ultimately be up to discretion of the Executive Director.

The Victim Service Center does not discriminate in the placement of volunteers based on race, creed, religion, color, gender, sexual orientation, disability, marital status,

veteran status, national origin, age, or any other characteristic protected by law as long as the volunteer is able to adequately perform the function of the volunteer position and completes the required training.

Volunteer Types & Job Descriptions

Indirect Services:

Volunteer(s) will not have direct access to clients of VSC. Background checks are required with the exception of group volunteers, virtual volunteers and episodic volunteers.

Indirect Service Volunteer Positions:

- Administrative Assistance- Greets visitors and performs general administrative duties. May answer incoming calls and return calls to community partners. May also be called upon to assist with overflow work; including spreadsheets, data entry and research assignments. Background Screening is required for this position.
- Special Events – Assisting the marketing department with the execution of special events, including; *Denim Day, Cheers to Change Gala* and various community and coalition events. Clerical support and development of special projects is also requested. Background Screening is not required.
- Volunteer Workgroups – Consists of five or more volunteers providing service *together* on a pre-determined date and time. Background Screening is not required.
- Online Volunteers –Volunteer(s) will be an online ambassador for VSC and be expected to post images /messages to social media sites, while monitoring social media and blogs for activity relevant to VSC's mission. Volunteer(s) may also be asked to seek new opportunities to integrate social media into VSC's strategic marketing objectives, which in-turn, will cultivate and increase VSC's online relationships with target audiences. Background Screening is required.

Advanced Service:

Volunteer(s) will have direct access to clients of VSC. Volunteer (s) may also have access to sensitive documents and personal information of VSC staff and/or clients. Background screening required. Continuing (ACT) training required.

Advanced Service Volunteer Positions:

Outreach – Volunteer(s) will assist Outreach and Prevention Specialist with Education and Prevention events throughout Central Florida. Volunteer may be asked to attend tabling events to disseminate information about VSC programs/services, to organizations, businesses and schools. Background screening and ACT training are required.

Programs & Services and Sexual Violence Support Services – Throughout the day advocates manage several tasks and volunteer(s) may be called upon to assist with; answering calls, greeting clients, providing referrals and attending community or coalition meetings with advocates. A trust-worthy, punctual and courteous volunteer(s) is required. Background screening and ACT training are required.

Speaker's Bureau - The VSC Speaker's Bureau is a volunteer-base comprised of sexual assault survivors who are ready and willing to share their story. This group of volunteers may be asked to share their story at speaking engagements, for media inquires and wherever a survivor story may be most effective. Volunteer(s) of speaker bureau, may inspire others to come forward, due to their survival story. Background screening and ACT training are required.

Please note: In the event you have been a previous client of VSC, we ask that you have not been a client for at least one year and do not have an open case with us.

Volunteer Conduct

We ask that our volunteers are always cognizant that they are representing the Victim Service Center. As a volunteer, please maintain the integrity of our clients, staff, and our agency's reputation at all times. Please do not:

- Volunteer under the influence of illegal drugs and alcohol while volunteering.
- Disclose confidential information.
- Harass or discriminate another volunteer, client, or VSC staff.
- Fight, use obscene language or gestures.
- Steal VSC property or use staff, volunteer, or clients property without permission.

Questions?

Should you have any additional questions, please do not hesitate to reach out!

Thank you for supporting victims in our community. We look forward to working with you!

VSC Contact Information

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