



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/ bi weekly 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 Meg Hollifield, Family Visitation Program Director at megh@mediatewnc.org or (828) 251-6089 x419.