

Victim Services Volunteers and the Crisis Training

Volunteer Program

Volunteers with Victim Services provide crisis and/or court support to victims of Pima County.

Crisis volunteers serve the Tucson metropolitan area and all of Pima County and respond with a partner to crime scenes at the request of law enforcement. They use unmarked police cars that are equipped with police radios and carry hand held radios to communicate with law enforcement at all times. **Volunteers are required to be comfortable using smart phone technology as our program receives most crisis calls from law enforcement by way of Android cell phone text messages and emails.**

Court volunteers work with victims in the court rooms, including Superior Court, Justice Court and Juvenile Court and must have daytime availability.

In addition to the 35 hours of Basic Crisis Intervention training, volunteers are also required to complete 30 hours of advanced training, either crisis or court focused, depending on the volunteer's interest.

If you need to reach a volunteer coordinator, please email vsvolunteers@pcao.pima.gov or call 520-724-5525.

Crisis Program:

Volunteers are asked for a **20 hour a month commitment** for **one year**. The shifts that are most readily available and where there is the greatest need are the on call shifts, where volunteers are able to respond from their home. Volunteers can fulfill their 20 hours by working a variety of shifts.

Monday-Sunday: 6:00am-5:30pm (11.5 hours, on call unit)

Monday-Sunday: 5:30pm-10:30pm (5 hours, mobile unit)

Monday-Sunday: 10:30pm-6:00am (7.5 hours, on call unit)

Monday-Sunday: 9:00am-11:00am or 8:00pm-10:00pm (2 hours- initial appearances)

Court Program:

Volunteering as a court advocate **requires a one year commitment and regular and consistent** availability during a typical work day (Monday-Friday from 8:00am-5:00pm). Volunteers will provide support to victims going through the Criminal Justice System.

Monday-Friday: 8:30am-11:00am (morning court advocacy)

Monday-Friday: 1:00pm-4:00pm (afternoon court advocacy)

Monday-Sunday: 9:00am-11:00am or 8:00pm-10:00pm (2 hours- initial appearances)

Steps to Volunteer:

- 1) Attend an information session. Congratulations, you have just completed step one!
- 2) Fill out the Registration Form and return it to us tonight. Do not include any payment; payments will be collected the first night of class.
- 3) Take an application form, fill it out and bring it back to us when you come in for your initial volunteer interview.
- 4) Sign up for an interview. We currently have a number of dates available within the next few days. If you absolutely cannot make any of these dates, contact a volunteer coordinator to set up a time (see application for phone number). The interview will be short (about 20 minutes), but will include personal questions, including questions about your past experience and history with the criminal justice system. Dress is casual.

- 5) After your interview, a decision will be made regarding your suitability for volunteering for the program. We carefully screen applicants and a lot of thought and consideration goes into this process. We do not take every applicant and our decision cannot be appealed or overturned. You will be notified by mail whether or not you have been accepted as a volunteer.
- 6) If you are accepted, you will be required to pass a background check prior to the training. Additionally, you will be expected to complete both the basic and advanced trainings. Your skills will be assessed throughout this process. **Your final acceptance as a volunteer will be determined based on successful completion of all of the training and appropriate mastery of the required skills.**
- 7) If you are **not** accepted as a volunteer, or are accepted but then fail your background check, you are still welcome to attend the crisis intervention training if you desire. The cost will be \$100.

Basic Crisis Intervention Training:

The basic crisis training is designed to teach crisis intervention concepts, skills, and techniques to individuals seeking volunteer positions as well as interested persons in the community wishing to enhance their skills. The training is designed to provide a basic foundation to better prepare community members to respond to people in crisis. Eleven of 12 training sessions must be attended to receive a certificate of completion.

Training Cost:

The training costs \$25 for those who are accepted as and commit to volunteer and \$100 for those taking the training for personal/professional reasons. Payment is due the first night of class unless an alternative payment schedule has been worked out in advance with the Victim Services volunteer coordinators. Payments can consist of cash, check or money order. Checks must be made out to "Emerge Victim Fund".

Training Dates, Times and Location:

The crisis training will be held on Tuesdays and Thursdays from 6:00pm-9:00pm from February 19, 2019 to April 4, 2019. The sessions will be held at the TPD Substation, 1310 W. Miracle Mile, Tucson, AZ (unless otherwise indicated).

Tentative Basic Training Schedule (subject to change): One Info Session plus 11 sessions = 12 total

- **02/19/19 - Session 1** – Introduction, Foundations of Learning and Self-Awareness
- **02/26/19 - Session 2** – Crisis Theory and Victimology
- **02/28/19 - Session 3** – Cultural Awareness and At-Risk Populations
- **03/05/19 - Session 4** – Communication Skills and Styles
- **03/07/19 - Session 5** – ABC Model and Helping Tools
- **03/19/19 - Session 6** – Domestic Violence
- **03/21/19 - Session 7** – Homicide, Suicide and Death
- **03/26/19 - Session 8** – Sexual Assault
- **03/28/19 - Session 9** – Child Trauma
- **04/02/19 - Session 10** – Stalking and Vulnerable Adult Abuse
- **04/04/19 - Session 11** – Participatory Review