

Chapter: Volunteer Management
Title: Training

Effective Date: 1/15/11, T-11
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Replaces: VLS.01.13
Dated: 10/7/08, T-10

ACA Standard(s): 4-JCF-6E-13
Implements: PRS.39.15

(a) **Policy.**

The Volunteer Services Department provides volunteers with a comprehensive orientation to the agency and the volunteer program, as well as job-specific training.

(b) **Applicability.**

(1) For purposes of this policy, training is provided for:

- (A) all new volunteers; and
- (B) Texas Youth Commission (TYC) staff members who volunteer.

(2) Part-time volunteers (less than 40 hours per week) receive training appropriate to their assignments. Full-time volunteers (40 hours per week) receive the same training as full-time staff in a similar capacity.

(c) **General Provisions.**

All agency-sponsored training is open to volunteers if space is available.

(d) **Procedures.**

(1) **Staff Training.**

(A) The community relations coordinator will provide training for facility employees as needed. Training may be provided during new employee orientation, during departmental meetings, or at other times as requested by the chief local administrator. Training topics related to volunteer services include, but are not limited to:

- (i) Volunteer Services Operations (VLS) manual policy statements;
- (ii) role and responsibilities of the volunteer coordinator;
- (iii) volunteer roles within the program/facility and job descriptions;
- (iv) procedures for requesting donations;
- (v) referring youth for volunteer services;
- (vi) working with volunteers;
- (vii) staff soliciting donations;
- (viii) contact with media;
- (ix) responsibilities and limitations of a volunteer;
- (x) recognition activities for volunteers; and
- (xi) becoming an employee-volunteer.

(B) The manager of volunteer services will conduct training for community relations coordinators annually and more often as necessary.

(2) **Volunteer Training.**

(A) The TYC volunteer training manual should be used when providing new volunteer orientation. The training manual should contain information on the following:

- (i) an overview of TYC including a review of the agency's mission statement, guiding principles, and the juvenile justice system in Texas;

- (ii) an overview of TYC's institutions, halfway houses, and parole offices including orientation to the local facility or program;
 - (iii) characteristics of adolescence, risk and protective factors, and case examples of TYC youth;
 - (iv) neurologic, physical, sexual, and psychological development, and common mental health disorders;
 - (v) abuse and dependence, and suicide prevention;
 - (vi) reporting youth mistreatment, fraud, or illegal activities or reporting youth confessions of child abuse in accordance with GAP.93.33;
 - (vii) an overview of TYC rehabilitative and education programs, specialized correctional treatment, positive behavior change system, and the role of volunteers as advocates in transition decisions;
 - (viii) a review of procedures for reporting alleged sexual abuse and preventing sexual misconduct established in GAP.93.37, Texas law, and the Prison Rape Elimination Act;
 - (ix) sexual harassment and discrimination, sexualized work environment, red flags of staff sexual misconduct, TYC's zero-tolerance policy, and TYC investigations;
 - (x) volunteer program rules, safety, rights, and operational procedures;
 - (xi) roles and responsibilities of volunteers, confidentiality, ethics, and liability established in VLS.01.09 and workplace conduct established in VLS.03.01;
 - (xii) AIDS/HIV confidentiality regarding medical information established by GAP.91.97; and
 - (xiii) occupational exposure to blood or other potentially infectious material established in PRS.23.05.
- (B) The community relations coordinator will:
- (i) ensure volunteers are given job-specific training to adequately prepare them for the assignment under consideration;
 - (ii) at least annually, make available job-specific continuing education;
 - (iii) as needed, notify volunteers of policy and procedure revisions affecting volunteers or the volunteer program;
 - (iv) offer volunteers the opportunity to attend training(s) offered to TYC employees; and
 - (v) encourage volunteers to attend the annual volunteer conference.

(e) **Documentation Requirements.**

All volunteer training should be documented by dated outlines and training update reports, and noted in the volunteer's personnel record in Volunteer Tracker.
