



# Volunteer Service Guide

Our Mission: To empower those victimized by violent crime through education, advocacy, and understanding.

You Have the Power ... Know How to Use It, Inc.

Last updated March 2020

## Welcome

You Have the Power...Know How to Use It, Inc. is a non-profit organization founded in 1993 in Nashville TN. Our mission is to educate, advocate, and empower those victimized by crime.

We provide training to professionals and offer educational programs to the public regarding issues such as domestic violence, elder abuse, sexual abuse, bullying, and human trafficking. Our presentations often include an original video documentary of crime survivors and Criminal Justice System professionals sharing their experiences. Resource books are broadly distributed at no charge.

Volunteers provide a vital service and are the backbone of our organization. Volunteers assist with program logistics regarding professional training, educational programs, and You Have the Power's major fundraising events.

Thank you for your involvement and interest!

Sincerely,

A handwritten signature in black ink that reads "Andrea Conte". The signature is written in a cursive, flowing style.

Andrea Conte  
Founder, You Have the Power

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## **Programs & Services**

YHTP provides programs and services for individuals and entire communities across the State of Tennessee. We also partner with organizations and agencies nationwide whose missions align with ours in an effort to combat violent crime.

YHTP facilitates presentations on crime prevention issues to raise awareness and understanding of violent crime issues and justice concerns. We host these sessions for K-12 schools, colleges, civic organizations, workplace HRs, churches, and prisons among others.

Additionally, we produce top-quality video documentaries and resource guides which address victim impact and self-responsibility. These tools are used by sheriff's departments, correctional institutions and domestic violence shelters throughout the United States.

### **Presentations**

Each of YHTP's presentations runs 90 minutes but can be reduced to 60 as needed. They include interactive presentations, video screenings, group discussions, and the provision of associated resource directories at the conclusion. We encourage the participation of appropriate community members (counselors, law enforcement, etc.) who can provide participants with information specific to your group.

YHTP's current roster of presentations is as follows:

#### **Child Sexual Abuse**

Sexual abuse scars children for life, and would-be predators can be hard to spot. In this presentation, we explain how abusers "set up" potential victims, and we review common physical and behavioral warning signs of abuse. We also talk about what your children need to know for their own safety... and how you can protect a child who is being abused.

#### **Domestic Violence**

Domestic violence has effects far beyond closed doors--the effects spill over to the children and entire communities. Our presentation and materials teach people how to spot the warning signs, with a focus on healthy versus unhealthy relationships. Participants learn how to tell when someone else (or even them personally) is in danger and how to get out before it's too late.

## Programs & Services

### Sexual Assault

Most survivors of sexual assault are attacked not by strangers, but by people they know. We teach people how to protect themselves, to become active bystanders who protect others, and to speak out against rape-culture attitudes that enable sexual assault. YHTP routinely stages this presentation on college campuses but we can present it to any interested group.

### Sex Trafficking

The idea of the “happy hooker” is a terrible lie. Many prostitutes are genuine slaves, forced into this life at an early age and trapped by abuse, addiction, and desperation. Our sex trafficking presentation for adults breaks down the myths behind this “victimless” crime, while our high school and middle school versions teach children how to avoid being trapped and exploited by would-be predators.

### Elder Abuse

Older adults are vulnerable to abuse and neglect by caretakers and family members, as well as frauds perpetrated by clever con artists. YHTP teaches participants about the different types of abuse, the State of Tennessee’s coordinated response to cases of elder abuse, common swindles affecting older adults, and how to set up a conservatorship to protect the older adults in their lives.

### Bullying

Too often, people dismiss bullying and harassment as a rite of passage or blame the victim, ignoring its potentially violent consequences. And social media allows bullies to attack their targets anywhere, anytime. Our bullying presentation shows parents and teachers how to transform kids from hapless witnesses into “active bystanders”, as well as critical cybersafety tactics.

Additionally, YHTP presents a **Victim Impact Curriculum** at state prisons, for parolees and offenders exiting the criminal justice system. The course focuses on anger management, addiction issues, and life-skills development.

The Victim Impact Curriculum inspired the creation of a **Youth Impact Curriculum** that helps at-risk teens and youth learn how to overcome cultural barriers, explore options for preventing violence in their communities, and set goals for the future.

## Special Events

YHTP's services are available at low or no charge to the public, inclusive of all populations, and readily available to children and adults of all socioeconomic backgrounds. Although our special fundraising events often require a significant amount of time and energy to plan and implement, they provide invaluable opportunities for volunteers to take on active roles, not only at YHTP, but in the community. This, in turn, often leads to a deeper connection between the volunteer and YHTP that goes beyond the purpose of a particular event.

For the volunteer, the intangible benefits alone, such as pride, satisfaction, and accomplishment, are worthwhile reasons to serve. But, volunteers often find that they reap other benefits, as well, including opportunities for:

- Leadership training and development in such areas as event management, fundraising, marketing and communication
- Cultivation of new service projects that lead to both organizational growth for YHTP and personal growth for the volunteer
- Public education regarding YHTP and our mission which increases visibility in our community for the volunteer, as well as our agency

YHTP hosts two major fundraising events annually which require the help and support of multiple volunteers:

### **Powerhouse Award (April)**

This signature event of our agency honors notable people in the community who have given time and energy to spotlight issues and rights for victims of violent crime.

### **Powerfully Thankful Event and Auction (November)**

YHTP officially kicks off its season of thanksgiving with an informal musical event featuring live performances from Nashville's top singer/songwriters. The event includes a silent auction, proceeds from which support the development of future programming.

Additionally, YHTP also hosts **Voices from the Garden** each spring. This event is not a fundraiser, but a memorial event for Davidson County families who have lost children to violence over the past year.

## Volunteer Bill of Rights

- The right to be treated as a co-worker, not as “free help”
- The right to find a suitable volunteer assignment, with consideration of personal preference, temperament, life-experience, education and employment background
- The right to proper training that is thoughtfully planned and effectively presented for each assignment
- The right to know as much about YHTP as possible regarding its policies, people and programs
- The right to an orderly, designated place conducive to work, worthy of the job to be completed.
- The right to be heard, to have a part in planning, to feel free to make suggestions and to be respected for offering honest opinions
- The right to recognition in the form of day-to-day expressions of thanks, promotion and recognition of achievement, as well as being treated like a valued team member and co-worker



Olympic figure-skating champion Scott Hamilton, YHTPs 2019 Powerhouse Award honoree, poses for a photo with the previous year's honoree, Emmy-award winning reporter and documentarian Demetria Kalodimos.

# Role of the Volunteer

## Expectations and Rewards

Becoming part of the administration of services provided by YHTP allows volunteers to meet people who share their commitment to improving lives. In the process, volunteers gain new skills and discover new experiences, which, in turn, promote personal growth.

YHTP understands that it is important for each volunteer to feel a sense of responsibility for their services. We guarantee that the time volunteers give to our organization will not be wasted and that tasks they are asked to complete will not be trivial.

In order to best complete the tasks that are assigned, each volunteer is expected to:

- Report for volunteer service as scheduled
- Be positive, upbeat and appropriate in behavior
- Perform the duties to the best of their ability

HCA Volunteer Day participants help YHTP Operations Manager Darlene Williams (center) reorganize the office's basement storage.





# Role of the Volunteer

## Requirements of a Volunteer

Prospective volunteers should anticipate their need to be comfortable with other cultures, religions, and backgrounds. A non-judgmental attitude and open-mindedness is necessary for successful interaction in all situations. Specific skills such as technology, public speaking, group facilitation, data entry and analysis skills may be significant in choosing which form of service will best meet the skill set and service preferences of the volunteer.

Flexibility and dependability are critical. Follow-through with commitments, punctuality and teamwork are necessary components of effective service for a volunteer, just as they are for all YHTP staff.

Occasionally the people we work with and serve may tell you that they or someone they know is being abused or exploited. In these situations, confidentiality is vital.

- Never reveal anything someone tells you in private unless there is a clear and imminent danger to an individual or to society, and then only after talking it over with the supervising staff member and/or CEO.
- Don't talk about the people our agency helps—their names, their situations, etc.—to people outside of the organization. This includes relatives and friends.
- Never reveal the personal information, like home telephone numbers, of anyone affiliated with YHTP (including you, the volunteer).
- Before reporting illegal behavior such as abuse, inform the client or survivor that you are obligated by the law to report it to authorities.
- Never activate community resources without the client's or your supervising staff member's consent except in life-threatening situations.

## **Role of the Volunteer**

### **Interview and Placement**

Every volunteer needs to fill out an application—you can get one of these by calling YHTP at (615) 292-7027 or e-mailing us at [info@yhtp.org](mailto:info@yhtp.org).

Once the CEO reviews the application, the CEO may want to meet you in person to discuss your interests, backgrounds and applicable skills. You will also discuss possible volunteer positions, time requirements, and confidentiality issues (see page 9)

All YHTP volunteers who will interact with minors must consent to and pass a criminal background check, a public sex offender registry check, and a child abuse registry check, as mandated by the Office of Criminal Justice Programs. Also, volunteers must complete an I-9 form confirming employee eligibility.

The CEO will recommend volunteer positions based on our needs and your interests and capabilities. You will receive a description of general volunteer duties and, when needed, a scope-of-work description so you understand what we need and what we expect.

YHTP does not discriminate based on race, color, gender, sexual orientation, national origin, age or handicap. All potential volunteers will be granted the opportunity to apply for a volunteer position with the agency.

### **Time Commitment and Frequency**

Volunteer hours for special events may vary depending on the scope of the event. Usually, we ask volunteers to arrive one hour before the event starts and stay until all of the stations or tables, etc., have been broken down and supplies have been packed for return to the YHTP office.

Frequency of volunteer service is decided on an as-needed basis. Just know that whatever time you are able to give to YHTP makes a huge difference to YHTP.

## **Role of the Volunteer**

The time commitment and frequency is more specific for Volunteer Program Facilitators, as they present workshops, seminars, and training sessions for varying ages at multiple locations throughout Davidson County and the State of Tennessee upon request.

Curriculum facilitation training ordinarily lasts two to three hours per week for 8 to 12 weeks. However, this does not include the time a facilitator may need to structure their own course plan. While printed materials and audio/visual elements or links are provided, the facilitator will want to make the presentation more thought-provoking with personal components.

### **Scheduling and Cancellations**

Volunteers are expected to perform their duties on a pre-scheduled and timely basis. Volunteers should provide YHTP with as much notice as possible when unable to fulfill their commitments to serve as scheduled, or when they will be unavoidably delayed for a shift.

### **Hours of Service Record Keeping**

Volunteers are responsible for signing in and out each time they complete volunteer work. This includes time devoted to planning, meeting and training.

It is very important that volunteers record the time worked. YHTP is required to maintain accurate records of individual volunteer hours to generate reports which may be presented to funders, donors, board members and the public.

### **Travel**

Sometimes a volunteer may have to travel to and from a presentation, workshop, forum or panel with the Program Facilitator due to parking limitations or some other reason. Other times, they may need to travel on their own. The supervising staff will discuss these travel arrangements with the volunteer before the event.

If you need to travel during your work shift, you should record your mileage on an official YHTP monthly expense record/travel log sheet available from the YHTP office. Please inquire about the current rate of reimbursement. If you do not receive reimbursement, you may claim your mileage as a tax deduction.

# Role of the Volunteer

## Dress Code

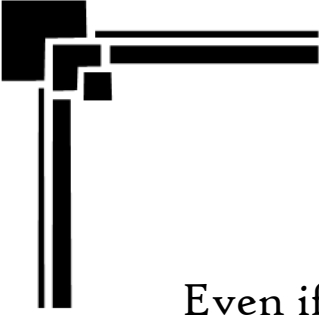
We expect our volunteers to present a neat and professional appearance, dressing appropriately for the job and maintaining good grooming and personal cleanliness.

As representatives of YHTP, we ask that you follow the dress code set by the agency.

- Office dress is business casual, although a more professional attire is required for presentations. This means business professional, or more tailored slacks, dress shirts, pantsuits or skirt suits.
- For special indoor fundraising events, casual dresses and skirts, nice slacks and shirts, are acceptable, as are dress shirts and sweaters, dress trousers. We ask that volunteers avoid jeans, T-shirts, or exercise wear.
- Also, we ask that you not wear revealing garments such as tank tops or halter tops; flip flops or other footwear that is unsafe or inappropriate for the occasion; and clothing with political, religious or controversial messages.
- Jewelry should be subdued and perfume avoided as a courtesy to those who may be allergic or highly sensitive.



Sharon Travis, one of YHTP's program facilitators, leads a discussion during a training and orientation session for members of the Junior League of Nashville interested in leading sex trafficking prevention presentations for local schools and youth groups.



Even if it's a little thing, do  
it for those who have need  
of a man's help, something  
for which you get no pay  
but the privilege of  
doing it.

For remember, you  
don't live in a world  
all your own. Your  
brothers are  
here too.

Albert  
Schweitzer



# Volunteer Service Opportunities

## Volunteer Program Facilitator

These volunteers support the delivery of YHTP educational programs and events and are integral in contributing to the successful achievement of YHTP's mission.

### Duties and Responsibilities

- Commit the time required for training, preparation of program presentation and the program presentation itself (YHTP provides both printed and audio/visual materials that result from researching, writing and printing handout materials, editing and/or developing new PowerPoint presentations, gathering surveys and other materials required to track presentation attendance)
- Answer questions from program participants and/or general public about information covered in the trainings, workshops, forums and/or panels
- Champion the importance of YHTP's community engagement programs in our communities

In addition, the Volunteer Program Facilitator may be required to perform "housekeeping duties" if they do not have an assistant (see opposite page).

### Skills and Qualifications

- Excellent individual and group communication skills
- Outgoing and enthusiastic demeanor
- Excellent interpersonal skills
- Reliability and professionalism
- Willingness to learn basic knowledge about the specific YHTP program initiating the involvement in an event
- Comfort with high public visibility and people of varying socioeconomic backgrounds, sexual orientations, and ethnic groups

### Benefits:

This position not only provides valuable training and experience in inquiry-driven outreach and public speaking, but can also improve your visibility as an advocate and a professional.

## Volunteer Service Opportunities

### Assistant to Program Facilitator

These volunteers assist the Program Facilitator in the organization and presentation of YHTP program trainings, workshops, seminars and focus groups.

#### Duties and Responsibilities:

- Assist the Program Facilitator with preparation leading up to presentation (ex: research, writing and printing handout materials, editing/developing new PowerPoint presentations, gathering surveys and other materials required to track presentation attendance)
- Assist Program Facilitator with transporting equipment and materials to and from the location of presentation
- Greet participants and attendees
- Organize the room, as in chairs and tables
- Identify room climate and light controls
- Identify location of restrooms
- Set up AV equipment and microphones as needed
- Oversee registration, name tags, distribution of printed and other materials, and collection of surveys
- Pack up of equipment and supplies at the conclusion of program

For “Skills and Qualifications” and “Benefits”, refer to the “Volunteer Program Facilitator” section on the opposite page.



Participants in a facilitator training session for YHTP's Youth Impact Curriculum explore one of the hands-on exercises included in the course.

# Volunteer Service Opportunities

## Community Outreach Volunteer

The Community Outreach Volunteer performs a variety of activities related to YHTP's outreach and public profile. These may include but are not limited to:

- Operating exhibits at community events
- Planning and implementation of neighborhood awareness campaigns and school-based programs
- Creating promotional materials on behalf of YHTP
- Assisting with special events related to community education

## Duties and Responsibilities

- Make calls and/or compose e-mails to generate presentation/speaker opportunities for YHTP
- Pick up presentation/exhibit materials from office
- Coordinate with other agencies regarding YHTP exhibits at their events
- Distribute information, brochures, resource guides, and other materials at events
- Answer questions about YHTP, its services, and programming, referring any questions they are unable to answer to YHTP staff
- Take down contact information as needed for people interested in using our services or volunteering with YHTP
- Participate in the creation/implementation of community events and programs when asked
- Learn about the goals of each outreach event as determined by YHTP staff
- Return all unused materials and other equipment to YHTP following the event



# Volunteer Service Opportunities

## Skills and Qualifications

- Outgoing and enthusiastic demeanor
- Excellent interpersonal skills
- Reliability and professionalism
- Willingness to learn basic knowledge about the specific YHTP program initiating the involvement in an event
- Comfort with high public visibility and people of varying socioeconomic backgrounds, sexual orientations, and ethnic groups

## Benefits

This position provides an opportunity to explore and contribute to YHTP's outreach/educational projects. The Community Outreach Volunteer will learn more about the elements of the local social support ecosystem—who does what, how organizations work together, and what the community needs.

This role provides an opportunity to make contacts within our state's social safety net that can help the volunteer find internships or employment within the field.



On May 2, 2019, You Have the Power was one of 145 community organizations receiving grants from the Nashville Predators Foundation. YHTP will use the funds awarded for incentive items for youth attending our bullying, sex trafficking, and sexual assault presentations, as well as our statewide Youth Impact Curriculum for at-risk youth.

Pictured here at the grant announcement ceremony at Bridgestone Arena, left to right: Kristen Laviolette, NPF board

member and wife of coach Peter Laviolette; YHTP CEO Cathy Gurley; Predators winger/alternate captain Filip Forsberg; YHTP Founder/Board Chair Andrea Conte; Predators mascot Gnash; and YHTP Operations Manager Darlene Williams.

# Volunteer Service Opportunities

## Special Event Volunteer

Special Events Volunteers providing professional and responsive assistance ahead of and during major YHTP events, including but not limited to Powerfully Thankful and the Powerhouse Awards (see page 6).

### Duties and Responsibilities

The precise duties of Special Event Volunteers may vary depending on the event. A supervising YHTP staff member will give you specifics about what the agency needs.

These duties may include any of the following:

- Make calls or send e-mails to solicit sponsorships and/or silent auction items
- Help assemble gift bags, distributing them during the event and collecting leftover bags for return to the YHTP office
- Assist with putting up YHTP banners and signage
- Assist with registration table setup, and with check-in/registration during the event
- Ensure that equipment to be used during registration process is working properly
- Process credit card transactions and coordinate cash transactions
- Assist with setup of refreshments, including cleanup and takedown following the event
- Assist with the setup of silent auction area, collecting all unsold items for return to the YHTP office
- Provide direction, assistance and information to attendees; distribute schedules, maps and other materials pertinent to event
- Greet media representatives upon arrival, connecting them with YHTP staff members designated as media hosts
- Assist photographer in making sure that they capture photos suitable for marketing, social media, and historical archive
- Assist with cleanup and breakdown at the conclusion of event, including gathering all undistributed materials, moving chairs and tables as requested by venue, clearing trash, taking down banners and signage, and packing up equipment/supplies

# Volunteer Service Opportunities

## Skills and Qualifications

- Outgoing and enthusiastic demeanor
- Excellent interpersonal skills
- Reliability and professionalism
- Comfort with high public visibility and people of varying socioeconomic backgrounds, sexual orientations, and ethnic groups

## Benefits

This position is ideal for high school and college students seeking community service hours, as well as anyone else seeking experience in event planning or the non-profit field.



At the 2019 Powerhouse Awards, honoree Scott Hamilton (center) joins YHTP's Board of Directors for a group photo.

