

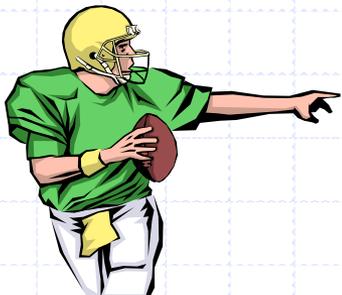
SAN DIEGO FAMILY JUSTICE CENTER

VOLUNTEER ACADEMY ROLE PLAY EXERCISES



INTRODUCTION OF INSTRUCTORS

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CAROLYN WILSON FAMILY JUSTICE CENTER VOLUNTEER COORDINATOR



ROLE PLAY EXERCISE

HOURLY BREAKDOWN

- ◆ 0800 DYNAMICS OF COMMUNICATION
- ◆ 0900 OVERVIEW OF VOLUNTEER POSITIONS
- ◆ 1000 RECEPTION & HOSPITALITY POSITIONS
- ◆ 1100 INTAKE/INFO-LINE POSITIONS
- ◆ 1200 LUNCH
- ◆ 1300 ROLE PLAY EXERCISE
- ◆ 1400 ROLE PLAY EXERCISE
- ◆ 1500 VOLUNTEER'S ADMINISTRATIVE PROCESSING

DYNAMICS OF COMMUNICATION



- ◆ Communication self evaluation test
- ◆ How to encourage others to talk
- ◆ Verbal vs. non-verbal communication
- ◆ Positive vs. negative communication
- ◆ Understanding your paradigm
- ◆ Chain communication exercise

OVERVIEW OF VOLUNTEER POSITIONS



- ◆ RECEPTIONIST
- ◆ HOSPITALITY
- ◆ INTAKE
- ◆ INFO-LINE

RECEPTIONIST

- ◆ Greet visitors
- ◆ Check in procedures
- ◆ Answering phones
- ◆ Handling mail run
- ◆ Check out procedures



HOSPITALITY

- ◆ Be responsive to victim & family
- ◆ Acquaint victim with site amenities
- ◆ Provide appropriate resources to children



INTAKE

- ◆ Assess the needs of the victim
- ◆ Match needs with site partner
- ◆ Refer to appropriate partner
- ◆ Conduct follow-up assessment
- ◆ Provide visitor survey form



INFO-LINE

- ◆ Assess the need of the caller
- ◆ Provide appropriate information to caller
- ◆ Refer caller to appropriate person, partner or agency



RECEPTIONIST POSITION

INDIVIDUAL REFLECTION



QUESTION

What is your memory of a good receptionist?

QUESTION

What is your memory of a bad receptionist?

RECEPTIONIST POSITION

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

RECEPTIONIST POSITION

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad memories
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

RECEPTIONIST POSITION

LARGE GROUP REVIEW



RECEPTIONIST POSITION

- ◆ What did you learn are the roles of a good receptionist
- ◆ How will you apply what you have learned

HOSPITALITY POSITION

INDIVIDUAL REFLECTION



QUESTION

What is your memory of a good hospitality situation?

QUESTION

What is your memory of a bad hospitality situation?

HOSPITALITY POSITION

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

HOSPITALITY POSITION

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad memories
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

HOSPITALITY POSITION

LARGE GROUP REVIEW



HOSPITALITY POSITION

- ◆ What did you learn are the roles of a good hospitality person
- ◆ How will you apply what you have learned

INTAKE SPECIALIST

INDIVIDUAL REFLECTION



QUESTION

What is your memory of a good interviewer?

QUESTION

What is your memory of a bad interviewer?

INTAKE SPECIALIST

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

INTAKE SPECIALIST

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad interview
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

INTAKE SPECIALIST

LARGE GROUP REVIEW



INTAKE POSITION

- ◆ What did you learn are the roles of a good Intake Specialist
- ◆ How will you apply what you have learned

INFO-LINE POSITION

INDIVIDUAL REFLECTION



QUESTION

What is your memory of a good phone operator?

QUESTION

What is your memory of a bad phone operator?

INFO-LINE POSITION

SMALL GROUP DISCUSSION



GROUP DIRECTION

- ◆ Share your individual good & bad memories
- ◆ What did you have in common with the other members of your group

INFO-LINE POSITION

LARGE GROUP PRESENTATION



LARGE GROUP PRESENTATION

- ◆ Share your groups good & bad memories
- ◆ What did each group have in common
- ◆ Was there anything mentioned that was different

INFO-LINE POSITION

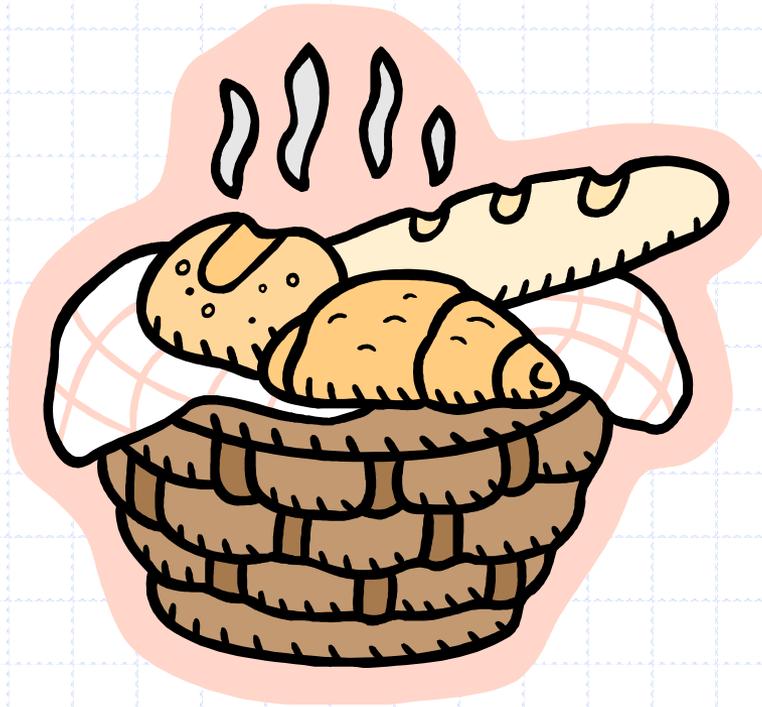
LARGE GROUP REVIEW



INFO-LINE POSITION

- ◆ What did you learn are the roles of a good phone operator
- ◆ How will you apply what you have learned

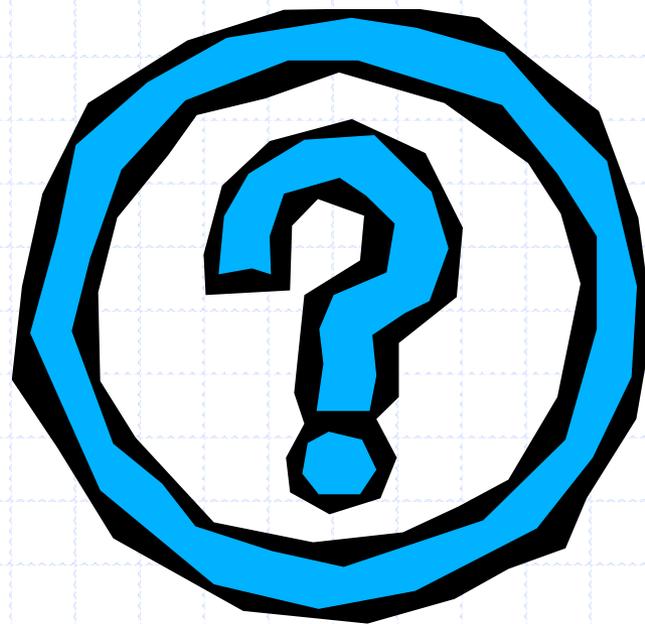
LUNCH



ROLE PLAY EXERCISES

- ◆ RECEPTIONIST POSITION
- ◆ HOSPITALITY POSITION
- ◆ INTAKE POSITION
- ◆ INFO-LINE POSITION

QUESTIONS



ADMINISTRATIVE PROCESSING

- ◆ Work schedule and assignment
- ◆ Break
- ◆ Prepare for graduation

