

Family Justice Center of Hillsborough County



Chaplaincy Program Handbook

WELCOME

To the Family Justice Center of Hillsborough County, Inc.

Dear Volunteer Chaplain,

As the Community Outreach Coordinator of the Family Justice Center (FJC), I want to take a moment to thank you for your willingness to serve and volunteer your time. The Family Justice Center Chaplains provide a tremendous support to victims, survivors, their families, and the staff of the Family Justice Center.

In this Chaplain Handbook, you will find essential information that can assist you as an Interfaith Chaplain volunteer. This handbook provides some basic information about the day-to-day procedures of the FJC.

We consider this handbook to be a work in progress and welcome your feedback. Portions of this manual were adapted from The President's Family Justice Center Initiative technical assistance provider, Safe Havens Interfaith Partnership Against Domestic Violence. Credit is given to the Rev. Dr. Anne Marie Hunter. (©Safe Havens 2005.) Many other people have contributed to the creation of the FJC, its volunteer program, and its Interfaith Chaplaincy Program. FJC would like to give a special thanks to the Office on Violence Against Women, who created the funding opportunity for this endeavor, the Hillsborough Board of County Commissioners, who serves as the fiduciary agent for the grant, and all of our community partners who have made FJC possible. If you have any questions or suggestions regarding this manual, please feel free to contact me.

It is my hope that your relationship with the Family Justice Center will be a long and fulfilling one and I am committed to providing the resources and support needed to make that happen. Please know that I am available should you have any questions or concerns during your time as an FJC volunteer Chaplain. You truly are making a difference and changing the world, one family at a time.

For additional information regarding Chaplain positions, or any other questions, please contact me at our main location, on 9309 N. Florida Ave. Suite 109, Tampa, FL 33612, by phone (813)935-2015, or by e-mail at jstreet@fjchc.org.

Thank you again for joining the FJC team of volunteer Chaplains!

Sincerely,

Jennifer D. Street, MSW
Community Outreach Coordinator, FJCHC

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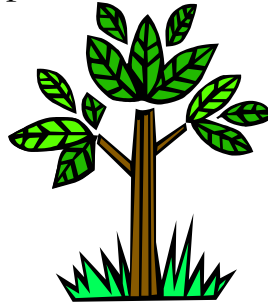
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What is the FJC Interfaith Chaplaincy Program?

spir i tu al adj. Of, concerned with, or affecting the soul.
sup port vb. To keep from weakening or failing; strengthen



If the Family Justice Center Chaplaincy program had to be summed up in two words, the two words above would express its purpose. Above all else, FJC Chaplains are trained and called to provide spiritual support, acting as a compassionate presence in time of need.

As a victim of domestic violence enters the Family Justice Center, it is our desire that they be offered holistic support, which includes supporting their spiritual needs, as well as their physical and emotional needs.

A recent study by Judith Herman states that having the story heard and validated is the first step in healing and change, and a critical piece in a victim's sense of justice. That is the role of the Chaplaincy program, to provide the Gift of Presence . . .to hear and validate the individual in the context of his or her spiritual beliefs.

Resource: "Justice from the victim's perspective" Violence Against Women: vol. 11, no.5 May 2005 pg 571-602 by Judith Lewis Herman.

How Does the Chaplaincy Program work?

Essentially, those who volunteer to serve as FJC Chaplains will maintain a peaceful, welcoming presence in the center and be available to discuss spiritual issues with victims, staff, and volunteers as requested. Guests of the FJC will be able to request to see a Chaplain on the first form they complete upon entering the center. However, it has been the experience of other centers that Chaplains are often approached in the comfortable living room or kitchen area as they are waiting for other services.

In order to make Chaplain services as inviting as possible, FJC volunteer Chaplains will mingle and maintain a presence in the kitchen area, serving coffee and assisting guests. When a guest needs to speak with a Chaplain privately, a comfortable, non-intimidating space is provided for the guest to meet with a Chaplain.

As part of the interfaith FJC Chaplaincy Team, you will:

- ❖ Understand Domestic Violence Issues
- ❖ Work with a variety of helping agencies and with clergy from diverse religious backgrounds
- ❖ Be sensitive to multi-cultural settings and clients

- ❖ Be willing to learn about other faiths
- ❖ Have compassion for community members with many diverse multicultural and religious backgrounds
- ❖ Treat clients holistically
- ❖ Develop an interfaith referral list
- ❖ Refrain from “preaching” or “sermonizing” or “witnessing”
- ❖ Be clear about your role as an interfaith care provider
- ❖ Understand the importance of listening
- ❖ Commit to a team approach

Volunteer Chaplain Application Process

The Family Justice Center of Hillsborough County is currently welcoming applications for volunteer Chaplains to provide spiritual support. Our Chaplains are vital to the operation of the Center. There are three levels of providing spiritual support through the FJC Chaplaincy program. Those three levels are Chaplain, Associate Chaplain, and Honorary Chaplain. These levels recognize different degrees of training and expertise of those providing spiritual care to victims and survivors. We recognize that there are religious leaders who are able to provide spiritual care but may not yet be licensed, ordained, or have completed extensive Chaplaincy training.

The requirements of each are outlined below:

Chaplain

- ❑ **Be a member of a religious community and be recognized by that community through Ecclesiastical Certification, Ordination, Licensing, or other means of commissioning by their specific religious denomination or institution**

- ❑ **Be at least 18 years of age**

- ❑ **Be aware of the time requirement**

Because Chaplains are so vital to our program, and because being a volunteer Chaplain requires extensive training and knowledge, the FJC requests that volunteer Chaplains serve at least one, four-hour shift per month.

- ❑ **Agree to a 6-month or one semester commitment to the FJC**

The staff of FJC desire for every Chaplain to have a meaningful experience. We ask that you commit to becoming a volunteer Chaplain for at least six months so that you can receive training and become an expert in your area.

- ❑ **Complete a Chaplain Interview**

- ❑ **Provide documentation of Ecclesiastical Certification, Ordination, Licensing, or Commissioning.**

- ❑ **Complete the FJC background screening process**

- ❑ **Complete the required training**

- ❑ Follow all policies and procedures of the FJC

Associate Chaplain

- ❑ Be in the process of completing the required training to become a Chaplain, but not yet having Ecclesiastical Certification, Ordination, Licensing, or Commissioning by their specific religious denomination or institution.

- ❑ Be at least 18 years of age
- ❑ Be aware of the time requirement

Because Chaplains are so vital to our program, and because being a volunteer Chaplain requires extensive training and knowledge, the FJC request that volunteer Chaplains serve at least one, four-hour shift per month.

- ❑ Agree to a 6-month or one semester commitment to the FJC

The staff of FJC desire for every Chaplain to have a meaningful experience. We ask that you commit to becoming a volunteer Chaplain for at least six months so that you can receive training and become an expert in your area.

- ❑ Complete a Chaplain Interview
- ❑ Provide documentation of training in process for Ecclesiastical Certification, Ordination, Licensing, or Commissioning.
- ❑ Complete the FJC background screening process
- ❑ Complete the required training
- ❑ Follow the all policies and procedures of the FJC

Honorary Chaplain

- ❑ Be a lay minister or lay person who wishes to promote and support the spiritual welfare of the Family Justice Center Community.
- ❑ Be at least 18 years of age
- ❑ Be aware of the time requirement

Because Chaplains are so vital to our program, and because being a volunteer Chaplain requires extensive training and knowledge, the FJC request that volunteer Chaplains serve at least one, four-hour shift per month.

- ❑ Agree to a 6-month or one semester commitment to the FJC

The staff of FJC desire for every Chaplain to have a meaningful experience. We ask that you commit to becoming a volunteer Chaplain for at least six months so that you can receive training and become an expert in your area.

- ❑ **Complete a Chaplain Interview**
- ❑ **Provide a letter of recommendation from a leader of your faith community stating your qualifications for providing spiritual support to the Family Justice Center Community**
- ❑ **Complete the FJC background screening process**
- ❑ **Complete the required training**
- ❑ **Follow the all policies and procedures of the FJC**

Description Of Duties

The Volunteer and Chaplaincy Programs of the Hillsborough County Family Justice Center utilize several positions in its operation. These positions and their duties are listed below:

COMMUNITY OUTREACH COORDIATOR

The Community Outreach Coordinator is a full-time, paid staff member of the FJC. The Community Outreach Coordinator is assigned to oversee the day-to-day operation of the Volunteer, Internship, and Chaplain Services Programs. The Community Outreach Coordinator works under the direct supervision of the Executive Director. Please direct any questions or concerns to the Coordinator.

VOLUNTEER PROGRAM SUPERVISORS

Volunteer Supervisors may be assigned to supervise volunteers. The Volunteer Supervisor is a committed volunteer who works under the direct supervision of the Community Outreach Coordinator. He/she will be directly responsible for the supervision of **all** volunteers working during their assigned shift. Each volunteer supervisor will be cross- trained and proficient in all volunteer positions, with the exception of the Chaplain position.

CHAPLAINS

Because spirituality plays an important role in many people's lives, the FJC has created a Chaplain program to provide spiritual support to those clients that wish this service. The role of the FJC Chaplain is not to proselytize, but to provide spiritual support to FJC guests. The level of spiritual support a Chaplain will provide is dependant on their own experience and comfort level, as well as their status as a Chaplain, Associate Chaplin, or Honorary Chaplain. Working closely with FJC staff, an FJC Chaplain will work directly with clients and may assist with the following duties:

Tasks may include:

- ❑ Monitoring the Kitchen Area to assure clients are comfortable.
- ❑ Remain a soothing presence in the Kitchen Area when clients are present.
- ❑ Serve as a link to resources within the religious community of Hillsborough County that support safety for victims of domestic violence.

- ❑ Provide connections to additional faith-based community resources when requested.
- ❑ Inter-faith invocations, benedictions, special presentations, etc. for official ceremonies.
- ❑ Providing care during bereavement situations.
- ❑ Helping with peer support functions.
- ❑ Where possible and time permitting, providing support to FJC staff, partner agency staff, and volunteers.

Requirements: Standard FJC Volunteer Orientation, Chaplain Application, Background Screening, Chaplain Interview, Volunteer Academy, and specific Chaplain Training. Demonstrated experience or ability to work with people in crisis and ability to show sensitivity to the issue of domestic violence. Verification of affiliation with a religious organization within the Tampa Bay Area. Ordination or certification when appropriate.

Time Commitment: FJC requests a minimum of one, 4-hour shift per month for at least 6-months or one semester.

VOLUNTEERS

At the FJC, we desire to match each volunteer's interest to their volunteer assignment. After the volunteer interview, each volunteer will work with the Community Outreach Coordinator to determine which position will be best suited to their interests. Each volunteer will then be assigned a specific volunteer duty.

Volunteers will work under the supervision of the Community Outreach Coordinator, or a Volunteer Supervisor, if available. Each volunteer will be trained and assigned to at least one volunteer position.

The following positions are available for volunteers:

- ❑ Guest Care Volunteer
- ❑ Children's Room Volunteer
- ❑ Administrative Volunteer
- ❑ Special Projects/Events Volunteer
- ❑ Intern

Interview Process

Each volunteer Chaplain for the FJC will be asked to complete an Interview process with the Community Outreach Coordinator or his/her representative.

The process is designed to cover the following areas:

- ❑ Previous work/volunteer experience
- ❑ Review of volunteer's Chaplain application
- ❑ Availability of work days and shifts
- ❑ Interpersonal skills
- ❑ Ability to work independently with little supervision

Background Investigation Process

For safety, all volunteers for the FJC will be asked to successfully complete the Background Investigation process. The background investigation process is designed to ensure the quality of the individuals selected as volunteers and to preserve the safety of all guests, staff, and volunteers of the program.

FJC Training Academy

FJC offers extensive training to its staff, volunteers, and other community agencies. As a Volunteer Chaplain, you will receive the FJC volunteer training, as well as specialized training in Interfaith Chaplaincy and the Faith Issues surrounding domestic violence.

Training topics include, but are not limited to:

- Domestic Violence Laws
- Domestic Violence (Victim's perspective)
- Family Justice Center Community Partners
- Volunteer Training
- Clergy/Chaplain Training
- History of FJC and Services provided
- On-site Staff introduction
- Description of available volunteer positions
- Expectation of volunteers
- Site tour

Please refer to the separate Volunteer Academy Bulletin for scheduled training events. Also, please note that the Community Outreach Coordinator is available on an as-needed basis for any training questions or concerns. FJC also offers training free of charge to agencies or congregations in the Tampa Bay Area. For more information on bringing an FJC training to a specific location, please contact our Community Outreach Coordinator.

Volunteer Chaplain Code Of Conduct

Dress

Appropriate professional attire is requested of all volunteers. Volunteers and Chaplains will be provided a specific uniform to wear during their time of service. Chaplains are asked to wear the uniform (most likely a polo shirt) provided with pants or a skirt. Chaplains will also have something that identifies them as a volunteer Chaplain. Chaplains and volunteers are asked to refrain from wearing shorts or flip-flops.

No religious pins, logos, or other items may be worn. Necklaces with religious symbols that are worn on a daily basis may be tucked inside the shirt.

Identification Cards

All authorized personnel of the FJC must wear an identification tag at all times. There should never be anyone working inside the FJC without a visible identification card. If anyone is seen without a visible identification card, it is the responsibility of all staff, volunteers, and chaplains to notify a FJC staff member immediately.

Confidentiality

For the safety of all guests, staff, and volunteers, all matters at the FJC are extremely confidential. Volunteer Chaplains must sign an agreement to keep all information learned at the FJC confidential.

Reliability

Because volunteer Chaplains are so important to the FJC, it is necessary to make sure the center has all needed volunteer staff each day. To ensure this, all volunteers and Chaplains are asked to check in with the receptionist when they arrive at the FJC, and check out when they leave. There will be a logbook available at the reception desk. In the log, we ask that Chaplains sign in and out of the center, as well as log the hours of their service. We ask that any Chaplain who is unable to meet an FJC commitment due to illness, family emergency, or any other reason, contact the Community Outreach Coordinator as soon as possible. If the Community Outreach Coordinator is unavailable, please leave a message stating the situation and then report your absence to the receptionist as well.

Client Contact

It is imperative that all guests of the FJC be treated with courtesy and respect. Chaplains are a HUGE part of ensuring that the FJC is a warm and reassuring environment. In order to maintain a safe and professional environment, we ask that Chaplains refrain from giving money or gifts to FJC guests. Also, Chaplains should refrain from accepting money or gifts from guests. It is important that each FJC guest be provided with the same level of care and service. Giving and receiving gifts can place a Chaplain in a compromising situation. It can also threaten the confidentiality of a guest or volunteer. If a client persists in wishing to express appreciation to the volunteer, encourage the client to write a note or card, as Chaplains cannot accept gifts.

Guest of the FJC will likely have many needs. If a Chaplain becomes aware of a need that the client has not been expressed to another FJC staff member, we ask that the Chaplain use the appropriate channels to address that need. The first step in meeting that need is to bring it to the attention of the Volunteer Supervisor or FJC staff member. For example, if a client shares they are in need of food and tells you they did not express that need to their intake counselor, but wishes that they had expressed that need, the next step would be to inform the volunteer supervisor or Community Outreach Coordinator so that need can be addressed by the client's intake counselor.

Should any questions arise about how to handle a client situation, please consult the Volunteer Supervisor, or an FJC staff member before proceeding.

Providing Spiritual Care

The term "spiritual care" can be used in many ways. At the Family Justice Centers, spiritual care provides a listening, compassionate and non-directive presence. The Chaplaincy caregiver's purpose is to represent the Sacred while attending to the needs of the client. This care at the Family Justice Center is interfaith, nonsectarian, non-directive and non-proselytizing.

The role of the Spiritual Care provider is to assist FJC guests in drawing upon their spiritual resources in the midst of their pain, and to assist guests in connecting with needed resources through the FJC.

This will involve presence, service, prayer and at times religious ritual (according to the individual's religious tradition).

Resource: "Helping People Through Grief" by Delores Kenning

Interfaith Concepts

- ❖ Respect for persons of all faiths
- ❖ Appreciation of all faiths
- ❖ Support people of all faiths
- ❖ Allowing the client to express faith
- ❖ Facilitating the client's faith practice if requested.
- ❖ Helping client use faith as a resource

Interfaith Values

- | | | |
|-------------|--------------|------------------|
| ❖ Wisdom | ❖ Community | ❖ Rest, Respite |
| ❖ Listening | ❖ Humility | ❖ Hospitality |
| ❖ Prayer | ❖ Compassion | ❖ Responsibility |
| ❖ Justice | ❖ Mercy | ❖ Wholeness |
| ❖ Peace | ❖ Harmony | ❖ Balance |

The Do's and Don'ts of Interfaith Chaplaincy

The Do's

- ❖ **DO** offer a listening ear
- ❖ **DO** validate the pain of the victim
- ❖ **DO** bear witness to the abuse
- ❖ **DO** express great concern for safety
- ❖ **DO** help the victims connect with their own spiritual resources
- ❖ **DO** focus on offering care
- ❖ **DO** make FJC guest feel comfortable
- ❖ **DO** engage in respectful prayer if requested
- ❖ **DO** provide information about spiritual resources within their community
- ❖ **DO** gently challenge religious beliefs that do not support safety
- ❖ **DO** affirm that domestic violence and sexual assault are always wrong
- ❖ **DO** affirm that the victim is not responsible for the violence
- ❖ **DO** help people stay connected.
- ❖ **DO** allow individuals to share their memories.
- ❖ **DO** undermine isolation.
- ❖ **DO** remember that clients may have been physically and emotional violated.
- ❖ **DO** always ask permission before offering appropriate touch.
- ❖ **DO** be swift to hear and slow to speak.

The Don'ts

- ❖ **DON'T** proselytize
- ❖ **DON'T** take on other roles unless assigned
- ❖ **DON'T** give out personal business cards
- ❖ **DON'T** promote your own religious organization
- ❖ **DON'T** initiate prayer/ritual without consent
- ❖ **DON'T** act independently of the FJC
- ❖ **DON'T** wear clothing with specialized religious logos
- ❖ **DON'T** wear FJC ID outside of the FJC unless conducting FJC business
- ❖ **DON'T** intrude on families unless requested or referred
- ❖ **DON'T** establish any particular faith as "normative"
- ❖ **DON'T** impede anyone's reasonable exercise of their faith
- ❖ **DON'T** use clichés and simplistic explanations
- ❖ **DON'T** touch a client without permission
- ❖ **DON'T** give advice –give options
- ❖ **DON'T** be afraid to weep with those who weep.
- ❖ **DON'T** tell guests what to do, but rather provide options and resources.

Spiritual Care Provider Tasks In a Domestic Violence Setting

Due to the nature of domestic violence, guests seeking spiritual care through the Family Justice Center will likely have many other concerns in addition to spiritual needs. We have designed the FJC Chaplaincy program to meet specific needs.

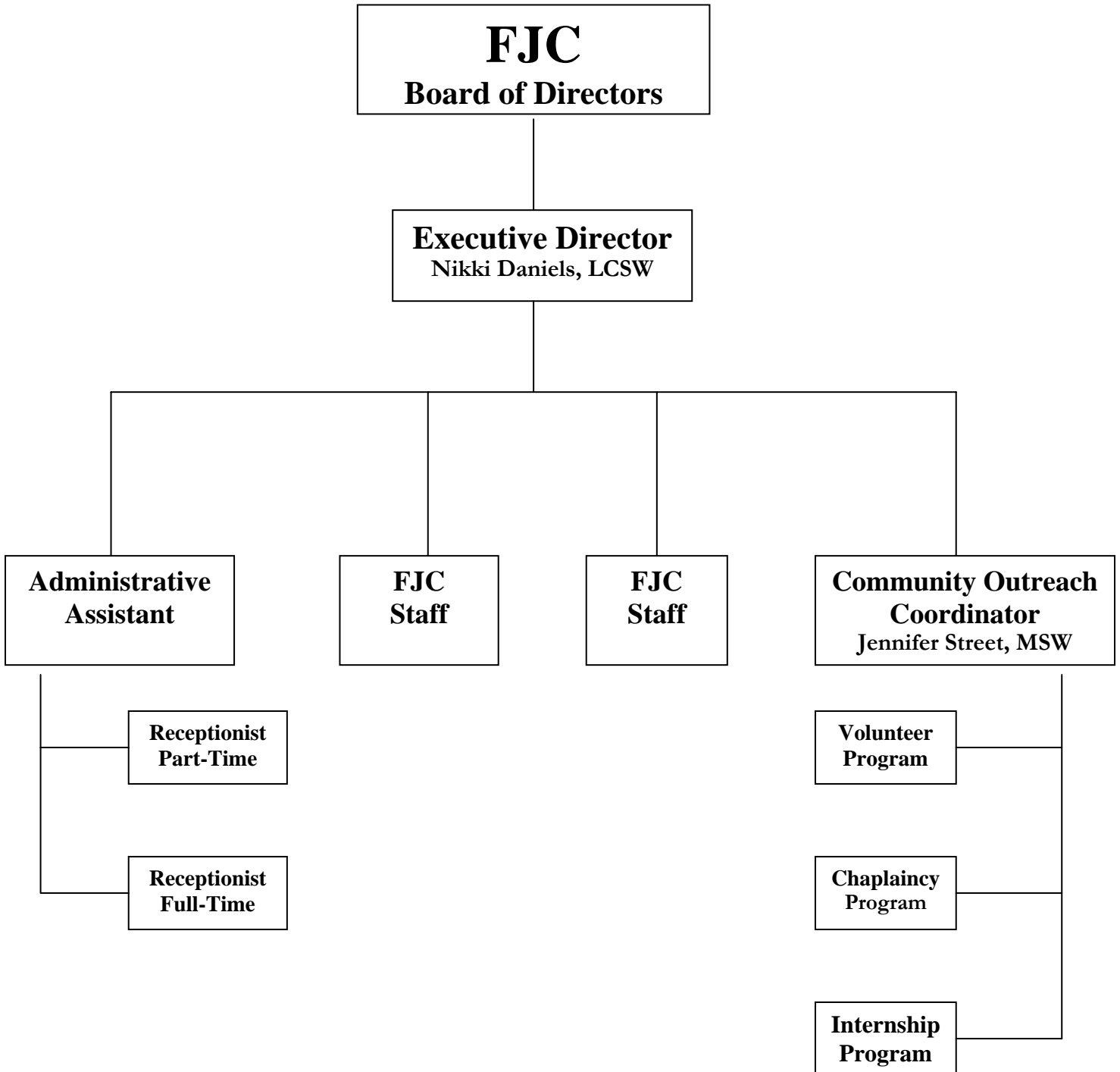
Some of the needs unique to those affected by domestic violence are:

- ❖ The need to have someone validate and bear witness to the events they have experienced
- ❖ The need for someone to affirm their response to the events or trauma
- ❖ The need for someone to help them understand and interpret their experience in light of their faith and beliefs
- ❖ The need for someone to help them recognize and connect with resources within their own faith tradition
- ❖ The need to have someone affirm their right to safety and basic human rights

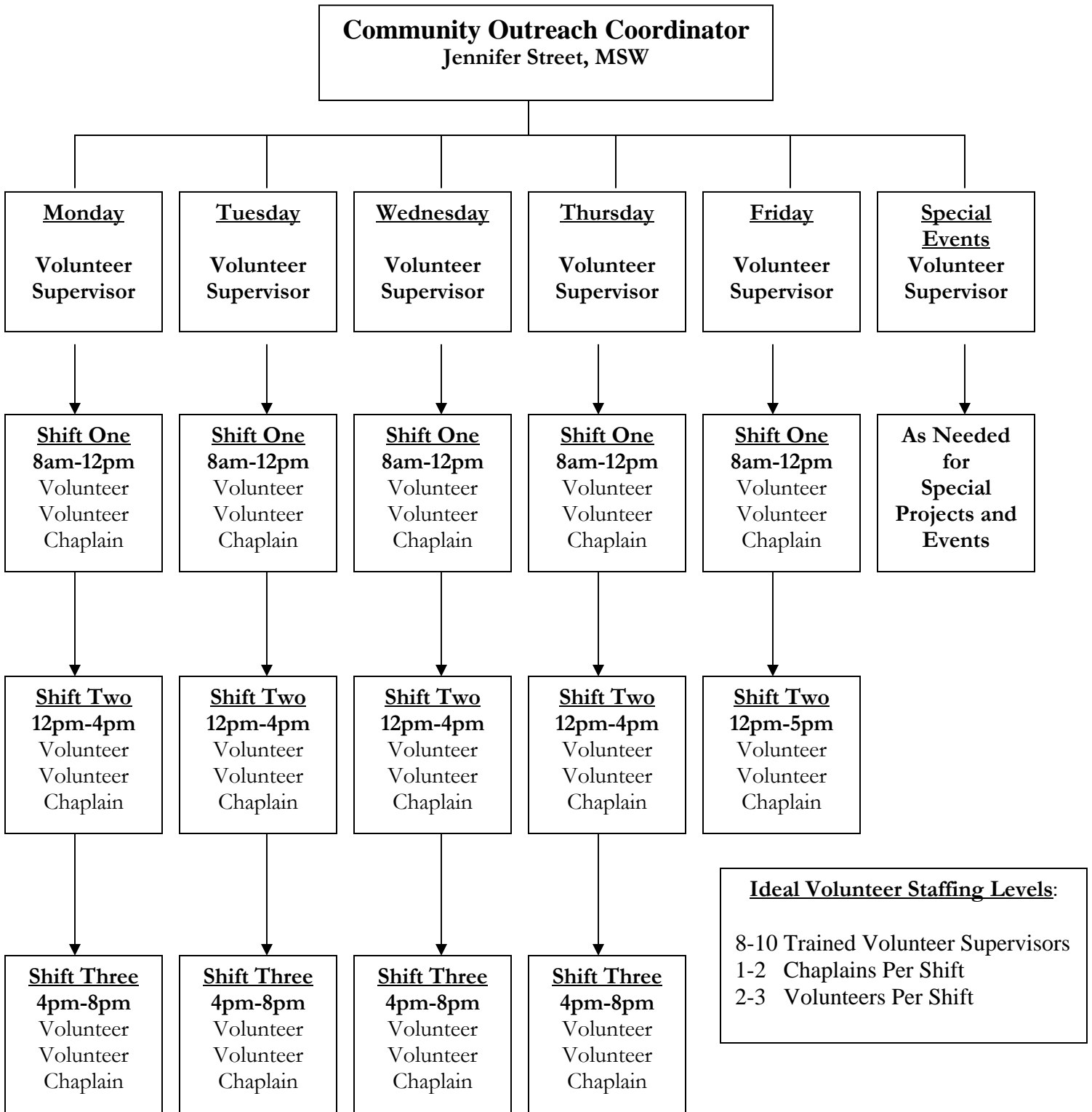
Appendix A: Resources

Family Justice Center of Hillsborough County

ORGANIZATIONAL CHART



Volunteer Program Organizational Structure



Ideal Volunteer Staffing Levels:
 8-10 Trained Volunteer Supervisors
 1-2 Chaplains Per Shift
 2-3 Volunteers Per Shift

Appendix B: Forms

Chaplain Application
Background Screening Paperwork