

SPECIAL SERVICES OFFICE

M E M O R A N D U M

No. 1

TO: Staff
FROM: Grace R. Nash and Susan Ellis
DATE: September 22, 1972
SUBJECT: Volunteer Functions

DEFINITIONS

1. VOLUNTEER - The term "volunteer" as used at CRS denotes any person giving his services to the agency who is not a paid staff member. However, under this general title there are specific categories of volunteers, who are titled to indicate the function in which they serve the agency. The following are the categories that will henceforth be used:
 - A. INTERNS - Persons experienced enough to be able to handle cases on their own under appropriate supervision by a paid member of the counseling staff.
 - B. WORKER AIDES - Persons assigned on a 1-to-1 basis to an individual counselor to assist that counselor with tasks relating to the counselor's caseload. Worker aides will not handle cases independently.
 - C. RESOURCE FINDERS - Persons who operate under the direction of the Coordinator of Special Services. Have three functions: (1) to research specific areas of resources to add to the Resource File, (2) to respond to specific requests for resource information made by our counseling staff, interns or other court personnel, (3) to attempt to identify and develop new resources as the need arises.
 - D. RECEPTIONISTS - Persons who answer the telephone at the main desk and gather appropriate intake information. Handle general receptionist duties that are carried by the clerical staff and are supervised by the clerical staff in this function.
 - E. In the Special Services Office there is a pool of people working on various projects but available

to staff upon request for specific needs such as: (1) to be a buddy for a home visit; (2) to entertain a child while the parent is being interviewed in the office; (3) to accompany a child or family to a clinic or other appointment around the city where the need for counseling skills is not anticipated; (4) etc. The request should be made to the Coordinator of Special Services or the alternate designated by her. A staff member should not make such requests directly to any specific volunteer on his own. Volunteers may not arbitrarily decide to move into a case except upon assignment by the Coordinator or her alternate. Please try to give as much notice as possible so that the volunteer will be sure to reserve the time to be available; (5) cooperating with a staff person in chaperoning groups of children for whom some extra-curricular event has been arranged.

- F. CLERICAL ASSISTANTS - Persons doing clerical work either in the Volunteer Office or with the clerical staff.
- G. TECHNICAL AND STATISTICAL AIDES - Persons helping in the research and statistics function, or in such specialized areas as art work and computerization.
- H. OTHER SPECIAL SERVICES

Freebies - Arranging and organizing for free or discounted admissions to various events; contributions to meeting special need of a child or other clients (clothing, shoes); donuts for the coffee table when it exists; getting special services of any type for free.