

## Parents Teachers and Advocates Training

### Volunteers

Welcome to Parents, Teachers and Advocates, Inc. We call it PT&A for short. The purpose of this organization is to help parents to inspire, motivate and raise children who become remarkable adults. We have three main components to this program they are education, coaching and support. It is our goal to be Georgia's premiere organization when it comes to parenting and parenting education. To that end we have as our company culture the following:

- All families have some strengths
- All families have weaknesses
- Parents need to recognize both strengths and weaknesses
- All parents are learners
- All parents have some knowledge of parenting
- All parents want to be good parents
- All parents are experts on their own family structure

As a volunteer with PT&A you are joining an organization that is based on the best practices of parent education and family support. Our organization is affiliated with the National Parent Education Network (NPEN). NPEN as an organization it's dedicated to helping to support parenting education professional programs. Our job descriptions and volunteer requirements are based on these standards.

PT&A is dedicated to some very important goals our vision, mission and ultimate goal will give you those standards.

**Mission** – Our mission is to help parents to inspire, motivate and raise children who become remarkable adults.

**Vision**-We aim to be Georgia's premiere organization that supports parents and parent development. It is our goal to help them to build the skills needed to create, nurture, and sustain a healthy, positive, and synchronized family structure.

**Ultimate Goal** – Our vision is to build the field of parenting education in the state of Georgia by creating a state certified program, ultimately benefiting the well-being of children and parents alike and contributing to a better society for everyone.

**About Us** – P T & A is a 501c3 non-profit organization, located in metro Atlanta, providing parenting education in the five important areas of:

- ***Parent Development Classes*** Parents need to learn to recognize behavior patterns as indicators that things are going very well or extremely wrong. This knowledge will enable them to raise their children effectively by being helpful and supportive during difficult times, knowing when to step in as advocates and when to let their children fend for themselves. Parenting is about helping children to become responsible contributing adults. Modeling appropriate behavior and lifestyle is a parent's most important obligation.
- ***Education/Parent Coaching*** Our aim is to train parents not only in the educational process, but how to get involved and stay involved in their children's education. Advocacy means understanding the child and their needs. Parents must know the principles of how the educational system works and what it is designed to do. Many parents simply believe it is the school's responsibility to educate their children and fail to take a serious personal interest in the process. We want parents to be an active member of their child's educational team.
- ***Parent Coaching*** Often times parents find themselves not being able to decide how to handle issues that arise in their families and finding that they need to discuss what is happening in their homes and with their children. Parent coaching can help parents decide what to do and how to handle a multitude of situations.
- ***Child Care Resources*** Parents want to ensure that those who are caring for their child has not only the qualifications but the quality of programs to care for their children. PT&A provides parents with tools to select child care. In addition, PT&A is an approved babysitting trainer for the American Red Cross this partnership allows us to train teens and young adults and then we provide a list of trained babysitters to parents.
- ***Customer Service*** Our main goal is to be a well-respected service organization. Without a quality program in customer service we will fail to achieve our goal. Customer service means that each person who comes into contact with PT&A is treated with respect, courtesy, and dignity that is due every human being.

As said before it is our goal to ensure that we provide excellence to families. Therefore, we have leadership as the major goal in our culture. This means that volunteers are considered part of our staff. Volunteers are welcome to attend and encouraged to attend staff meetings of the department in which they offer their time.

Our company culture is one of leadership. All staff, volunteers and parents are trained in leadership. The purpose of leadership is to empower others to achieve their best and move beyond the need of the leader. It is our goal to empower parents to move beyond needing PT&A and become the parenting resource for someone else. We understand that there will always be parents who need to be empowered and that it is our job to be here to assist them in their growth.

**Why we do, what we do-**Parents, Teachers and Advocates started out as an attempt to help children who were abused and neglected go home again. Most children in foster care want to return home to their birth families. However, many parents are bruised, broken and bartered people and coping with life for them is tough. Our founder Barb Harvey wanted to find a way to help. So, she went to school with the purpose of finding a way to help these families. Along the way she discovered that many other families also needed this type of help so the agency has evolved into what it is today.

PT&A is first an agency that does parenting and family development classes for other agencies. We currently do classes for the Drake House, the Child Development Association. In the near future we hope to be doing classes for The Salvation Army, Home Families First Stretch and Housing Authority in College Park. The second thing we do is to provide programming for the community at large offering classes and support. We also offer parent coaching services. Finally we offer child care resources in an effort to help families find quality affordable care for their children.

**Volunteer Training and Expectations-**Volunteer Training is comprised of the following program. Each of these components is essential to the growth and development of our volunteers and the work they will do with us.

Training Program

### **Leadership**

Leadership-leadership is influence.

Leadership Definition

Leadership is to influence others by serving them and helping them to grow in their own gifts, talents, and abilities.

Criminal Background and Drug Testing  
Volunteers Medical and Accident Insurance

Leadership Training for all staff and volunteers:

1. Influence is leadership.
2. Servanthood is the key to making a team work.
3. Team Dynamics
  - a. Teams and Teamwork
  - b. Project Teams
  - c. 85/15 Principle
  - d. Focusing on the System
  - e. Scientific Approach to Teaming
4. Communication and Team Work
5. PT&A Paperwork
  - a. Intake
  - b. Initial Assessment
  - c. Referral Forms
  - d. Client Notes
  - e. Filing System
  - f. Evaluations
  - g. Time Sheets
  - h. Purchase/Reimbursement Requests
  - i. Training Requests
  - j. Travel Reimbursement
  - k. Volunteer Work Sheets (Volgistics)
6. Books to Read
  - a. The 21 Laws of Leadership and The 21 Qualities of a Leader John Maxwell
  - b. Dr. Martin Luther King, Jr. on Leadership
  - c. Business Etiquette

## **Parent, Teacher and Advocates, Inc**

### **Program Policies**

- 1) Vision, mission, ultimate goal
- 2) PT&A Organization Chart and Team Structure
- 3) Customer Service
- 4) Employee/Volunteer Hand Book
- 5) Mandatory Reporting
- 6) Employee/Volunteer Supervisory Reporting

## **Types of Volunteering:**

- Office Work
- Child Care
- Parent Education Assistance
- Curriculum Manuals
- Speaking to the Community about PT&A

## **Volunteer Responsibilities**

### Office Training

- Answering the phones
- Keeping the phone log
- Ordering supplies
- Maintaining Database
- Welcoming clients

### Child Care

- Supervision of the Children in your care
- Carry out Children's Program
- Help kids have fun and mediate issues
- Enforce PT&A Kids Code of Conduct

### Parent Education Assistance Training on Classes

- Work with Parent Educator to set-up trainings
- Reinforce and maintain confidentiality agreement
- Help with parents by doing sign-ups and helping get comfortable before class
- Assist with class and gradually move to taking over the class
- Become a certified Parent Educator
- On-going Training in field of expertise
- Conduct other Training as deemed needed by Team Leader

### Curriculum Materials

- Order and maintain contact with curriculum product ordering
- Proper Packaging of materials
- Storage of Packaged Materials
- Inventory of Materials
- Re-ordering Materials as necessary

### Spokesperson

- Communicate PT&A's Vision, Philosophy and Mission
- Speak to the needs of the families we serve
- Give an overall picture of the importance of our work
- Close the deal by specifically asking for support

Project Teams for Parents, Teachers and Advocates, Inc  
Team A-1 Board of Directors'

Team A-2 Advisory Board for the Executive Director

Team One Executive Team  
Executive Director  
Area Coordinator  
Office Team Coordinator  
Parent Education Coordinator  
Advocacy Specialist  
Early Intervention Coordinator  
Spokesperson Volunteer

Team Leader: Executive Director or Area Coordinator

Team Two Office Team  
All office staff and Office volunteers  
Team Leader: Office Team Coordinator

Team Three Parent Development Team  
All Parent Development Specialists and Leaders, Assistants and Volunteers  
2 School system Volunteers  
2 parents who have completed the course  
Advocacy Specialist  
Early Intervention Coordinator  
Team Leader: Parent Development Coordinator

Team Four Advocacy  
All Advocacy Personnel  
Any volunteers from the School System  
2 parents who have gone through the process  
Team Leader: Advocacy Specialists

Team Five and Six Involvement Team  
All Personnel in Primary and Resource Teams  
Any volunteers willing to sit on team from the court  
2 parents who have come through the process  
Team Co-Leaders: Primary and Resource Directors

## **Training for Project Teams**

Team One- Executive Team  
Parents, Teachers and Advocates Mission, Vision, and Philosophy  
Leadership  
Team Facilitation  
Communication Skills  
On-going Training in field of expertise  
Other Training as deemed needed by Team Leader

Team Two Office Team  
Parents, Teachers and Advocates Mission, Vision, and Philosophy  
Customer Service Skills  
Training on Data Entry Software  
Time Management  
Working with Parents and Volunteers

Team Three Parent Development  
Parents, Teachers and Advocates Mission, Vision, and Philosophy  
Customer Service Skills  
Curriculum Use  
Interacting with Class Participants  
Building Agency rapport  
Assessment  
Working with Parents and Volunteers

Team Three- Advocacy Group  
Parents, Teachers and Advocates Mission, Vision, and Philosophy  
Customer Service Skills  
Working in the School System  
How to empower and assist Parents  
How to be a strong liaison  
Educational Surrogate Training

Team Four- Involvement Team-Birth Parent  
Parents, Teachers and Advocates Mission, Vision, and Philosophy  
Customer Service Skills  
Working in the Court System  
How to read and interpret court records and orders  
Understanding the psychological issues of a family in crisis  
How to be safe while offering In-home Services  
Court Appointed Special Advocacy Training

Team Five-Involvement Team- Resource Parent  
Parents, Teachers and Advocates Mission, Vision, and Philosophy  
Customer Service Skills  
Working in the Court System  
How to read and interpret court records and orders  
Understanding the psychological issues of a family in crisis  
Division of Family Service IMPACT Training

Team Six- Volunteer Coordinator  
Parents, Teachers and Advocates Mission, Vision, and Philosophy

## **Volunteer Job Descriptions**

### Office Team

**Job Duties:** The role of the volunteer will be to answer phones, open correspondence, type various documents, data entry, and to assist clients as they come into the office.

**Requirements:** This position requires an AA in Administration or some administrative experience or five or more years experience in office work/customer service; typing of 45-60 wpm preferred. The following is also required:

- ▶ Medical Examination including Drug Testing
- ▶ Criminal Record Check including finger prints
- ▶ Written Essay on family philosophy
- ▶ Signature on PT&A's Vision/Mission Statement
- ▶ Maintaining legal and ethical conduct

This is an 8-12 hour a week position.

### Volunteer Parent Educator Assistant

**Job Duties:** This position works directly with clients to offer parenting and child development training. This person conducts classes, facilitates workshops, prepares materials, and works directly with agency heads to ensure the curriculum is valid to meet their needs. In addition, Parent Educators' grade evaluations of participants and collect their evaluations of the Parents, Teachers and Advocates, Inc.

**Requirements:** This position requires a BA in Education, Social Work, or related field. Consideration will be given to college interns in the fields mentioned above. Students must be Juniors or Seniors; some consideration will be given to those with life experience in parenting. Parent Educators must take the full-year of training as a Parent Education Assistant before being fully instated as a parent educator with the agency. This position is similar to working as a Student Teacher. This is the way educators learn our program and philosophy. The following are also required for this position.

- ▶ Medical Examination including Drug Testing
- ▶ Criminal Record Check including finger prints
- ▶ Written Essay on family philosophy
- ▶ Signature on PT& A's Vision/Mission Statement
- ▶ Maintaining legal and ethical conduct

This is a full-time 20 hour a month position.

#### Volunteer Curriculum Print Manager

**Job Responsibilities:** This position works closely with the Development team ensuring that curriculum is available and maintained as needed. This person is responsible for ordering, storing, and logging printed materials into the inventory. The position then makes sure that as more inventory is needed that orders are submitted to the supervisor. This person also logs in requests for curriculum and ensures that all orders are logged, gathered, collected or shipped as needed to educators' or appropriate agencies.

**Requirements:** Experience in using database software for inventory is useful; also, experience in online ordering, inventory keeping, and Training is required. The following are also required for this position.

- ▶ Medical Examination including Drug Testing
- ▶ Criminal Record Check including finger prints
- ▶ Written Essay on family philosophy
- ▶ Signature on PT& A's Vision/Mission Statement
- ▶ Maintaining legal and ethical conduct

This is a 10-hour a month position.

#### Community Speaker

**Job Duties:** This person represents PT& A at community events and in public speaking arenas. They may go with either the Executive Director or Area Coordinator to represent PT& A at meetings and/or speaking engagements.

**Requirements:** This person must have had at least one course in public speaking, have been in Toastmasters at least six months and have done public speaking for at least 2 years.

The following are also required for this position.

- ▶ Medical Examination including Drug Testing
- ▶ Criminal Record Check including finger prints
- ▶ Written Essay on family philosophy
- ▶ Signature on PT& A's Vision/Mission Statement
- ▶ Maintaining legal and ethical conduct

This is an as needed position.

Volunteers work with the teams where they are assigned. They report to the head of that team and keep that person up-to-date with their volunteer activities. This is done by meeting weekly with team leader or assigned mentor. Volunteers will turn in their worksheets detailing what assignments are completed, what they are planning to do next, what help they need from staff and any concerns.



## Volunteer Commitment Page

I \_\_\_\_\_ commit as a volunteer with PT&A to become a part of the company culture by taking seriously and with great care the vision, mission, and ultimate goal of Parents, Teachers and Advocates, Inc.

I understand that leadership and team work is a large portion of what PT&A is all about. Leadership is empowering people to move beyond need and to become leaders themselves. Teamwork is about focusing on the task at hand and not people. We are all in this together and as with any team it is only as strong as it can be when every member is doing what they can to move the effort forward.

I also understand that customer service is priority #1 with PT&A this means that all clients are to be treated with the respect, honor, and courtesy due them as both clients and human beings.

As a volunteer with this organization I am signing on to become a member of a team that equips, educates, and supports parents in their role by empowering them to become the best parents they can. I also am committed to doing my work in a professional and timely manner. I have become part of the team and I understand that my commitment to being professional even when I am upset, angry or hurt. I know that I have the support of all PT&A leadership if my immediate supervisor and I are having difficulties I know that I can use the organizational chart to go up the chain if I need to do so.

I understand the job description I was given and pledge to do it to the best of my abilities. I also understand that the job description may change over time and that I will be a part of the process. In addition, I understand there may be times when my services are needed to work on a special project within the company or with company partners. I am willing to take on these occasional needs as a team player at PT&A.

My being a part of the team means that the work I do is valued and valuable to the operation of Parents, Teachers, and Advocates. Therefore, I will work in close contact with my supervisor keeping them abreast of progress on a weekly basis as agreed upon between my supervisor and me.

In case of accident or injury I am to immediately contact a PT&A staff member to assist. Though trained in CPR/First Aid I understand that for the protection of PT&A and me a staff member must be contacted as soon as possible after any issue, problem, incident, or accident. I will fill out an accident injury form and make sure that I and the injured party sign it if they are able. I agree to indemnify and hold harmless the Board of Directors, Executive staff and employees of Parents, Teachers, and Advocates, Inc.

I agree that my behavior will be above reproach. I will use proper language, and use all property of PT&A including computers, copiers, telephone and other media devices in a way that is considered wholesome and above reproach at all times.

I am willing to promote the mission, vision, and goals of PT&A when needed am willing to participate in all program events as my schedule and job description allows.

I pledge as a volunteer of Parents, Teachers and Advocates, Inc to honor respect. and uphold my character, to stay free of the use of illegal drugs, the misuse of prescription drugs, and alcohol. I also pledge to treat with honor and respect any person who comes to us for assistance this includes: men, women, children and teens.

Volunteer Print Name \_\_\_\_\_

Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_

PT&A Trainer \_\_\_\_\_

Date \_\_\_\_\_

Witness \_\_\_\_\_

Date \_\_\_\_\_



Confidentiality Agreement

Parents, Teachers and Advocates, Inc is an agency that works with and support families. Many times these families share information that needs to be kept confidential and secure. All staff and volunteers of the agency are required to sign the following confidentiality agreement.

1. I vow to keep private and in strictest confidence all information that is shared with me about clients, their families and personal information.
2. Any information found in background checks, personal financing, or any other investigatory information I will keep confidential.
3. All notes, ideas, plans or information that is property of PT&A. I will protect and keep in confidence.
4. All client information will be posted only in case management notes and will not be shared with parties not authorized and approved by PT&A staff.
5. I agree to keep these confidences when or if I leave the service of Parents, Teachers and Advocates, Inc.
6. This agreement and its validity, construction, and effect will be governed by the laws of the state of Georgia.
7. PT&A, Inc and the person signing this agreement agree that all information will be kept confidential. If information is shared then the person signing the contract will be responsible to pay any penalties to PT&A as based by law in the state of Georgia, where PT&A Executive Offices are incorporated.

This contract is agreed to and accepted by:

\_\_\_\_\_  
Volunteer Print

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness/Print

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

This is organization chart and Team Structure.

