Biddle memorial

I had been part of the Alameda Country Family Justice Center and my role was to manage cases of the victims who had undergone assaults or physical abuse. I was working as a volunteer and managed to perform my tasks efficiently. The most critical task was to collect details about the victims because most of them were not willing to share complete information. My role as an assistant was to comfort them and ensure the provision of help and safety.

The goals of the Alameda Country Family Justice Center was to ensure safety, protection and self-empowerment of the victims of domestic violence. The mission focused on protecting the lives of the victims including females and children. This involves protection against the incidents of child abuse, violence, sexual assault and exploitation. My role was to inquire about the victims and record their problems. I had to use my skills for identifying the severity of the issue and decide about the appropriate service (Alameda, 2018). I had to match the resources with the number of victims that involved significant risks.

During my volunteerism, I faced many challenges including the difficulty of communicating with people of diverse backgrounds. Most of the victims were African-Americans who were illiterate and exhibited difficulty in expressing their concerns. I had to make things understandable to them. I managed to overcome the problem by paying individual attention to the victims. Another challenge that I encountered during the process was calming the victims. To deal with such situation I adopted a friendly gesture and made victims believe that they are in the safe hands. It is even more complex to understand the children because they are unable to explain everything. I used placards and images for making them reflect on the scenario.

Reference

Alameda. (2018). *Alameda County Family Justice Center*. Retrieved 04 22, 2019, from https://www.volunteermatch.org/search/org360535.jsp#more\_info\_tab