



VOLUNTEER POSITION DESCRIPTION

TITLE: SMALL STEPS ONSITE VOLUNTEER and
VOLUNTEER MENTOR

REPORTS TO: PROGRAM COORDINATOR – SMALL STEPS
DISABILITY FAMILY & COMMUNITY SUPPORT SERVICES
(DFACSS)

VISION AND MISSION STATEMENT

Vision

Creating compassionate, resilient and connected local communities.

Mission

Guided by Christian values, Hobart City Mission brings together people who give and people in need, through the provision of client focused, holistic and innovative services.

Values

Honest, Respect, Team Work, Innovation, Passion

Statement of Duties

Volunteers are expected to enable HCM to achieve its Vision of improving the life of those in need. Volunteers contribute to providing Small Steps residents with high quality support that addresses individual needs and enhanced independence, abilities, community participation and quality of life.

Primary Tasks

Whilst the volunteer reports to the Small Steps Program Coordinator, it is expected that you will operate with a degree of independence. The following tasks outlines a range of functions that may be undertaken by a Small Steps onsite volunteer or volunteer mentor:

- Attend daily meetings or debriefing sessions or as required with the Program Coordinator;
- Collate information in relation to incidents for reporting purposes including any significant night disturbances;
- Support residents with developing self improvement, life skills, and advocating on behalf of clients when appropriate;
- Liaising with DFACSS staff about residents;

- Ability to liaise, negotiate and work with a range of people from different cultural and social backgrounds;
- Provide relevant information to the residents and their families about the program;
- Assist with the protection of children at risk by monitoring the level of risk to the infant of the families engaged in the program;
- Immediately report any significant incidents that may occur to the Program Coordinator;
- Plan and achieve results, including the ability to determine priorities, manage competing tasks and operate effectively under pressure;
- Efficient follow through with any tasks until completion or as otherwise agreed by the Program Coordinator or delegated staff member;
- Possess good interpersonal skills including effectiveness in written and verbal communication, negotiation and conflict resolution skills.

Position Responsibilities

When volunteering with HCM you are required to:

- Respect and honor the functions of HCM and have an appreciation of Christian principles;
- Have a high level of commitment to the Small Steps program and its residents;
- Have a genuine interest and understanding of what it is to be a young single mother and the issues that may impact on achieving life goals;
- Have consideration, understanding and respect for the residents and their families;
- Have an understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff;
- Have an appreciation of the necessity to use initiative and find positive solutions in response to identified needs;
- Undertake activities which may require the volunteer to exercise judgment and/or critical knowledge and skills where procedures are not clearly defined;
- Exercise responsibility for various functions within a work area;
- Possess a willingness to work autonomously and harmoniously within a team environment;
- Promote and encourage safe work practices and have an awareness of basic work health and safety requirements in the workplace;
- Organisational policies and procedures are adhered to;
- Have a general knowledge and experience in a broad range of office function, including proficiency in the use of current office technology (Onsite Volunteer only).
- Ensure the volunteer *Daily Attendance Register* is signed at beginning and end of each shift.

Skills and Experience

Skills and experience attained through previous appointments, service and/or study is preferred or a willingness to gain the relevant skills and experience. Previous experience working with young mothers, children and other vulnerable people would be an advantage including some knowledge regarding child development. There is an expectation to maintain a dynamic and sustained approach to acquiring knowledge, skills and resources in collaboration with the team.

Training

To ensure duties can be undertaken in a competent and safe manner, volunteers are to have a willingness to learn and grow throughout the volunteer experience by participating in structured training and on the job guidance. All workers are to undertake fire evacuation training as required.

Supervision and Support

The Volunteer is to actively and positively participate in debriefing, supervision and team meetings.

Volunteers undergo an appraisal process every 12 months and are conducted to:

- Assess how well the volunteer is performing;
- Monitor whether the volunteer's motivation is being met; and
- Assess the support given to the volunteer.

Extent of Authority

The Volunteer works under close direction of the Program Coordinator with support and assistance being readily available. The volunteer will be required to exercise sound judgment and use initiative to problem solve and make decisions within clearly defined activities, routines and work with the guidelines of policies and procedures.

Security

In certain circumstances, volunteers may be either issued with a key or advised of the location of a key for access to your work place. In the event you lose your key, you must notify your supervisor immediately. Keys remain the property of HCM.

VOLUNTEER AGREEMENT

By signing this *Position Description*, I agree to the following statements:

- The position of Small Steps Onsite and Mentor Volunteer is clearly defined as a volunteer position. This means that all duties are performed on a voluntary basis and I will not receive remuneration or payment for work, other than reasonable reimbursement of expenses in accordance with HCM's *Volunteer Reimbursement of Out of Pocket Expenses Policy*;
- I have a willingness to work and contribute within the ethos of the *Vision and Mission Statement, Code of Conduct* and *HCM Policies and Procedures*;
- I will maintain a high level of confidentiality at all times in all matters relating to HCM business affairs, all workers, clients, customers, donors and stakeholders;
- I acknowledge that my role does not include the transportation of residents or their children. I understand that if I do transport clients or their children for any purpose, it is at my own risk with no liability to HCM in the event of an accident or incident occurring;
- I understand the contents and will work within the guidelines contained in the *Position Description* to the best of my ability.

VOLUNTEER

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|--------------------------|--|-------------|--|
| Name of Volunteer | | | |
| Position Title | Smalls Steps Onsite and Mentor Volunteer | | |
| Signature | | Date | |

STAFF MEMBER signed for and on behalf of Hobart City Mission

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|-----------------------------|--|-------------|--|
| Name of Staff Member | | | |
| Position Title | | | |
| Signature | | Date | |