

POSITION DESCRIPTION



Department: Community Services
Position: The Neighbourhood Project Volunteer
Reports to: Community Development Coordinator
Time Commitment: Meet with a new resident on a regular basis (1-2 hours, weekly or fortnightly) for a maximum of 12 weeks.

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
Vision: A fair and inclusive community					
Mission: Providing exceptional services that support people to improve their lives					
Values:	Courage	Integrity	Choice	Innovation	Collaboration

POSITION OBJECTIVE

The Neighbourhood Project is a volunteer program that aims to connect new residents of Moncrieff to people who already live there. Volunteers will support new residents by sharing local information.

KEY SOCIAL SUPPORT VOLUNTEER RESPONSIBILITIES

- Undertake Volunteer Induction and Training.
- Provide Working with Vulnerable People Card, an ID Document and undertake a police check.
- Regularly meet with a new resident for a maximum of 12 weeks, to support them by sharing information on what's available and happening in the area.
- Maintain confidentiality in accordance to Northside's policy.
- Conduct each outing in a professional, competent and caring manner.
- Respect the independence of new residents.
- Contact staff immediately if you have any concerns relating to the health or wellbeing of new residents.
- Arrange to meet at mutually agreed times and notify Northside of any changes.
- Document all kilometres travelled for reimbursement purposes, if required.
- Follow all guidelines, policies and procedures provided by Northside.

NORTHSIDE VOLUNTEER QUALITIES

- Committed and reliable.
- Respect confidentiality and privacy of community members.
- Flexible, non-judgemental and respect individuality.
- Adjust to changing work requirements in a positive manner.

- Open to feedback from community members and Northside staff.
- Ability to communicate clearly and maintain boundaries.
- Share the vision, mission and values of Northside.

REPORTING

- Report to the Community Development Coordinator.
- Record number of visits/hours complete, on a monthly basis.

QUALIFICATIONS AND EXPERIENCE REQUIRED

- Current Working with Vulnerable People Card.
- Effective communication skills.
- Ability to work with people from culturally and linguistically diverse backgrounds with a variety of abilities.
- Ability to work independently and take responsibility for own actions and behaviour and how this impacts on others.
- Ability and willingness to learn and accurately follow all relevant Northside policies, procedures and processes.

BENEFITS OF VOLUNTEERING@NORTHSIDE

- Play a key role in connecting new residents to local services and community spaces/groups, increasing their local knowledge.
- Develop your skills in providing community support.
- Broaden your social network.
- Provide work references.
- Access training and development opportunities.
- Make a difference and contribute to your community.
- Kilometre reimbursement.