

doncare

Position Description

Position Title	Community Support Workers (Volunteer position)
Reporting to	Chief Executive Officer
Hours of work	Between 9am and 5pm Monday to Friday. No amount of hours or days per week is too little.
Position Location	Doncare Head Office
Date	April 2024

About Doncare

Doncare is a not-for-profit organisation that provides supports families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Information and Crisis Support, Family Violence Services, Family Services, and Social Support for Seniors.

Our talented team of staff, volunteers and students provide a range of carefully developed, targeted services to the community with respect, skill, and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence based and innovative programs.

We identify emerging trends and work with the community to develop, implement, and improve a range of programs that respond to the diverse, persistent, and emerging challenges that impact our community.

Doncare receives funding from local, State and Federal governments to operate several of our programs and utilises the proceeds of our two opportunity shops and the support of private donations, philanthropic trusts and the community support.

Vision, Purpose, and Values

Our Vision

A community where all people lead a dignified life and fulfill their potential.

Our Purpose

To create transformational change for our community through providing holistic, person-centred services which positively impact individual and collective health and wellbeing outcomes.

We will continue to build on over 50 years of history supporting the community across all life stages through a dedicated team of staff, volunteers and students.

Our Values

The following core values underpin and guide our culture, our practice, and our decision making.

Equity

We provide accessible and inclusive services which recognise the inherent dignity and human rights of every person.

Respect

We honour people's beliefs, values, diversity, and rights.

Self Determination

We champion and promote opportunities that enhance people's freedom and capacity to fulfill their social, cultural, and economic needs.

Empowerment

We provide resources and guidance to enable people to build their capacity and resilience to respond to life's opportunities and challenges.

Generosity of Spirit

We are committed to fostering connections and celebrating humanity through empathy, kindness, and compassion.

Innovation

The needs of our community are often complex, and constantly evolving. We are committed to leading edge practice and investing in innovation to ensure our services are as impactful as possible.

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

We have zero tolerance for child abuse or neglect. We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, as such, all programs and activities will be subject to the Child Safety Policy.

Position Statement

Doncare provides a range of community support services to assist individuals and families living in Manningham who are facing personal hardship or difficult life circumstances, including:

- Practical assistance
- Community information

Key Duties:

- Interviewing people who need assistance with a range of issues.
- Providing practical assistance in the way of food parcels, food vouchers or with bills (depending on funding availability)
- Record keeping
- Attending on-going training sessions
- Assist with the food pantry (this requires manual handling)

Key Selection Criteria

Qualifications

CSW Training delivered:

- An online course that runs over 7 weeks and includes 2-hour weekly training sessions

Experience

- Good verbal and written communication skills to effectively foster relationships with colleagues, clients and key stakeholders.
- Demonstrated experience of working in environments where a high degree of judgement, confidentiality and sensitivity is required
- Proven ability to work in a team with an understanding and commitment to teamwork and an ability to work with a diverse range of people.
- Manual handling (training will be provided)

Conditions Of Employment

This volunteer role is subject to a satisfactory Criminal History Check and a Working with Children Check prior to commencement. A current Driver's License would be beneficial.

Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all volunteers to commit to this standard and understand their duty of care obligations.

All volunteers of Doncare are bound by the approved policies and procedures of the agency as promulgated and varied from time to time.

Acceptance Of Position Description

I have read this document and agree to undertake the duties and responsibilities listed within. I acknowledge that:

- I have read, understood, and accept the Position Description

Volunteer:

Name: _____

Signature: _____ Date: _____