



Position Description

Position Title	Community Support Workers (Volunteer position)
Reporting to	Front of House Reception and ER Coordinator
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	March 2025

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.

You can find information about our organization, Vision, Purpose and Values on our website <https://doncare.org.au/mission-and-vision>

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.

You can find our [Child Safe Commitment | Doncare](#) on our website.

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: _____