



POSITION DESCRIPTION

Position Title: Client and Community Volunteer Co-coordinator

Position Objective: To engage CALD community members in mainstream volunteering opportunities that increase both employability and integration outcomes.

Reports to: Strategic Engagement Coordinator

Accountable to: SMECC Management

Work Conditions:

- **Award:** Social, Community, Home Care and Disability Services Industry Award 2010. (Community Worker Level 2.1)
- Part Time Position
- 31st August 2020.

Staff reporting to this position:

- N/A

POSITION FUNCTION

The Client and Community Volunteer Co-coordinator will coordinate the Outward Reaching Volunteer and Leadership program (ORVLD). This will focus on:

- Assisting CALD community members to gain greater insights into the mainstream community; resulting in a better understanding of Australian society, customs and interactions.
- Increasing employment outcomes through volunteer participation in mainstream activities.
- Promoting new relationships with potential employers and stakeholders that are independent of ethnicity.

This position aims to assist CALD community members develop suitable work ready skills in areas of interest to participants. Additionally, it is hoped that this position will support the participants of ORVLD to emerge with skills that place them as leaders of their cohort. The ORVLD program aims to place 50 CALD clients into volunteering positions across the Mallee region over the 12 month trial period.

STATEMENT OF DUTIES

With the support of Management and the broader SMECC team, responsibilities of this position include:

- To recruit local employers and agencies who use volunteers to take CALD community members as volunteers. The ORVLD position will match CALD volunteer participants with the accepting agency or employer.
- To act as the main correspondent between SMECC and the agency providing the opportunity.
- Propose the program to community members and encourage participation.
- Support the volunteers to overcome barriers to participation. This may be in the form of attending the workplace to provide initial bi-lingual support; assisting with finding solutions to transportation issues; child minding; or any other issue perceived as a barrier.

- Provide ongoing support to volunteer participants where required.
- Liaise with agencies or employers to overcome any issues that arise out of the program, and to act as a liaison between agency and volunteer if required.
- Form and maintain strong relationships or partnerships with other services, community and stakeholder groups, including government, non-government agencies and local business.
- Undertaking data entry, reporting and file management to ensure mandatory reporting requirements are met

ADDITIONAL CONDITIONS OF EMPLOYMENT

1. A current full driver's license is required. Proof of this is to be supplied on commencement and/or a VicRoads form "*Consent to Release information from VicRoads Records*" will be completed.
2. Evening and weekend work may be required
3. An employee may be directed to carry out duties that are within the limits of that employee's skills, competence and training, provided that such duties do not promote a narrowing of the employee's skill base.
4. Variations to statement of duties: The details of the statement of duties may be varied from time to time by SMECC Management to meet organisational requirements. Any variation shall be done so in consultation with the position incumbent. All staff are all expected to work in a flexible matter at times assist with other reasonable SMECC activity request from management.
5. All SMECC staff are required to work in a manner which is consistent with its Code of Conduct and other policies and procedures, and to constructively support the organization with continuous improvement progresses in these areas.
6. All SMECC staff are required to work in a manner which demonstrates; confidentiality, cultural sensitivity, inclusion, empathy and non-judgment for those we support. This is to help ensure that the services are provided and managed efficiently, effectively and equitably.

KEY COMPETENCIES

Essential:

Qualifications/Experience

- Degree or diploma in a suitable field of practice, relevant to position.
- Experience in working community or client services, particularly with CALD or other marginalised groups in a community context

Knowledge, Skills and Abilities

- High level understanding of barriers to participation and related issues in the context of people from CALD community groups;
- Ability to work confidently and appropriately with both females and males from various cultural backgrounds in areas relating to employment and volunteerism;
- Demonstrated understanding of community development and engagement principles and approaches;
- Demonstrated skills in providing direct support to clients/community members for positive outcomes;
- Demonstrated ability to identify services and/or resources to provide advice & support for clients;

- High level verbal skills to communicate at a professional level to other service providers for networking and engagement in activities;
- Ability to communicate effectively and professionally with all SMECC team members;
- Knowledge and ability to monitor and evaluate outcomes of the program;
- Good written communication and reporting skills;
- Strong organising and time management skills;
- Proficiency with IT standard software such as MS Word, MS Excel, MS PowerPoint, and ability to use Internet and e-mail and online client management systems.

Desirable

- Fluency in a relevant community language other than English would be desirable