

Inside Out

POSITION TITLE:	Volunteer Support Worker
AWARD CLASSIFICATION:	Band/Level: Social, Community, Home Care and Disability Services Industry Award 2010 MA000100, Level 4 1 FTE
PROGRAM/DEPARTMENT:	Inside Out
LOCATION:	Based at North West Office with flexibility to split time between Concern Australia offices
DATE APPROVED:	31/10/2018
APPROVED BY:	General Manager Business Operations

Concern Australia is a grassroots welfare organization that emerged out of the work of Rev Dr John Smith who also nurtured the growth of the God's Squad Christian Motorcycle Club in the 1970s. Today we work with young people and children aged 5 – 25 years, creating opportunities for them to live, learn and earn better and create the space for them to live life to the full.

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith ♦ Integrity ♦ Respect ♦ Belonging

Our work focusses on the innovation, development and service delivery in the areas of Living Learning and Earning; Housing and Homelessness; and Youth Justice. Each year we connect with 30,000 vulnerable young people across Australia through the following activities:

Living Learning and Earning

- Values for Life – seminars and workshops within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- Hand Brake Turn – pre vocational automotive training to 80 young people per year across 2 locations.
- fiXit automotive – a social enterprise born out of Hand Brake Turn that offers detailing, servicing and repair of vehicles while providing employment to young people.
- Jobs Advocates – supporting and linking people to employment or educational services and programs to support Victorians into work.

Housing and Homelessness

- Inside Out – the provision of Out-Of-Home-Care and Targeted Care Packages (TCPs) in partnership with the Victorian Government's Department of Families Fairness and Housing through the Enhanced Lead Tenant/Live In Mentor Program offered to young people living in 14 properties across metropolitan Melbourne.
- STEPS Outreach Service – support for young people, children and their families with long term relational and practical support, including advocacy, referral and material aid.

Youth Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

ORGANISATIONAL RELATIONSHIP

REPORTS TO:	Program Manager
SUPERVISES:	N/A
INTERNAL LIAISONS:	Concern Australia Executives, Program Managers, Staff & Volunteers
EXTERNAL LIAISONS:	Volunteers, clients & government

POSITION OBJECTIVES

- This position exists to provide supervision and support to volunteer Lead Tenants.

KEY RESPONSIBILITY AND DUTIES

1. Lead Tenant Recruitment and assessment

- Participate in the recruitment processes of Lead Tenants, from phone calls, pre-screening, to interview; this would involve working closely with the HR department.
- Provide individual assessments of potential Lead Tenants as per Concern Australia and Department of Health and Human Services (DHHS) program guidelines to ensure compliance.
- Make sound recommendations around the selection of future Lead Tenants and matching with a client/house location.
- Assist in recruitment strategies both specific and general, including preparations of publicity material, and liaison with community, tertiary local promotions.

2. Supervision and development

- Support and supervise the Lead Tenants in their oversight of the young people in placement.
- Meet with the Lead Tenant both formally and informally as a means of support.
- Document all supervision and performance discussions as per Concern Australia policy.
- Provide debriefing to a Lead Tenant or organise external debriefing when a critical incident occurs.
- Ensure that the Lead Tenants contribute to the development and implementation of each young person's case plan and individual goals.
- Supervise the individual to assist young people to develop a broad range of social, employment and daily living skills and general life education.
- Promote the involvement of each young person in the Lead Tenant house.
- Assist the Team Leader Volunteer Recruitment run in-house training sessions in line with DHHS and Concern Australia program requirements.
- Develop a professional training plan for each lead tenant (in partnership with Team Leader Volunteer Recruitment).
- Conduct annual reviews with all Lead Tenants.

3. House Meetings and House Audits

- Plan, convene and chair WEEKLY house meetings with the Lead Tenants and young people.
- Provide effective support and secondary consultation to Lead Tenants, within the framework of agency policy and procedures in relation to service delivery, role performance and feedback.
- Spot audits for house management to include food provision and allocated spending for young people activities in line with CA policy.

Inside Out

4. After-hours services (other administration)

- Participate in 24 hours rostered after hour service which involves responding to crisis call/support for young people and Lead Tenants.
- Assist with data collection and reporting requirements.
- Ensure supervision with Lead Tenants is clearly documented on databases as required.
- Contribute to documentation as per government department and regulatory body standards.
- Record and report critical incidents using government department and regulatory body Client Incident Reports templates provided.

Other:

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies and training, may present from time to time. Reasonable requests for such duties to be discussed and agreed with line manager and executed accordingly.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Qualifications and/or Experience

- Tertiary qualification in either social work, youth work or social sciences.
- Previous work with disadvantaged and challenging young people.

Knowledge and Experience

- A sound understanding of voluntarism and supervision.
- A sound understanding of Leaving Care practice and initiatives.
- Experience and/or a working knowledge of the out of home care sector.

Skills and Abilities

- Highly competent in Microsoft Office applications, and knowledge of databases/client managements systems.
- Strong attention to detail and highly developed time management skills with the added ability to document accurate and complete data.
- High energy and high level of interpersonal skills together with excellent written and verbal communication skills and the ability to liaise with people at all levels and backgrounds, internal and external to the organization.
- Demonstrated professional case management skills, especially in crisis intervention and behaviour management.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Ability to maintain client confidentiality.

SECURITY CHECKS, LICENCES AND OTHER INHERENT REQUIREMENTS

- Current Victorian Driver's License.
- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.
- Some after-hours work may be required.

Inside Out

INHERENT PHYSICAL REQUIREMENTS

Concern Australia has a duty of care to all workers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things.

Regular sitting: computer work, data entry
Occasional standing: filling, photocopying & scanning
Occasional bending, reaching and holding
Occasional walking, climbing stairs
Manual handling: occasional lifting & pulling
Regular work in isolation
Regular driving

KEY SELECTION CRITERIA

Essential:

- Demonstrated commitment and personal desire to adhere to Concern Australia's Mission, Vision, Values and Goals and to work in a team environment.
- Tertiary qualifications in either social work, youth work, social sciences or related field.
- Relevant experience on a similar role.
- Knowledge on how to work with young people impacted by developmental trauma.
- Working knowledge of Microsoft Office applications.
- Current Victorian Driver's License.
- Satisfactory National Police Check and International Police Check (International Police Check if applicable).
- Valid Working with Children Check or relevant Victorian Teaching Registration.

Desirable:

- First Aid Certificate.
- Knowledge of the Youth Justice system and Child Protection out of care systems.

CHILD SAFETY COMMITMENT

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Supervisor Name: _____

Signed: _____ **Date:** _____

Employee Name: _____

Signed: _____ **Date:** _____