

# Volunteer Role Description

Your Details			
First Name:		Surname:	
Role:	<b>Fleurieu Families Volunteer (Groups/programs/events assistance)</b>		
Volunteer Program/s:	<b>Fleurieu Families</b>		
Department:	<b>Community &amp; Development</b>		
Staff Only	Record No:		

## Fleurieu Families Program

Fleurieu Families provides opportunities for parents and caregivers to build capacity in their parenting, to link in with other supports and services, to feel confident in their parenting and to feel socially connected. This is achieved via parenting education programs, groups and events. The programs provide social connection, peer mentorship, acts as a place for information and advice, capacity building around parenting and role modelling for parents and carers. The programs offers parents and caregivers the opportunity to meet other people in a safe, supportive environment where they can learn and connect.

## Role Overview

You will work with the Fleurieu Families staff, other volunteers and participants that attend groups, where your role will be to assist in set up and pack down, to welcome people to the program, group or event, provide activities, speak and connect with participants and act as a role model and mentor. You will determine the type of involvement you feel comfortable with, however consistency in your availability for particular groups is important to develop relationships.

## Location

Fleurieu Families Programs run across the Victor Harbor, Alexandrina and Yankalilla district councils in a range of venues. You will determine the time and place the suits your availability.

## Key Employee Relationships

The Program Coordinator will provide day to day support and supervision of volunteers. Program Coordinators and Program staff have responsibilities to provide support and supervision of their programs to ensure successful outcomes for both volunteers and clients.

## Time Commitment

The Fleurieu Families Program is provided Monday to Friday. Some events and programs are one offs, however most groups run at least fortnightly. Consistency in your availability for particular groups is important to develop relationships.

## Key Activities

- Be involved in monitoring goals and review activities to meet those goals.
- Set up and pack down at events, program and groups.
- Greeting participants and making them feel welcome.
- Speaking with clients and providing advice at times relevant to parenting.
- Connecting and making relationships with clients.
- Providing advice on other supports and services in the community.
- Maintain professional boundaries.
- Reporting progress and any issues to Fleurieu Families staff.
- Seek authorisation from Fleurieu Families staff for any request / action / visit outside the agreed activities or scope of your role.
- Reporting time and reimbursement of any agreed expenses to Fleurieu Families staff
- Attending mandatory training and any other specified training opportunities.
- Attending regular meetings to contribute ideas and feedback about the program and its activities.

## Benefits of the Role

- Meet new people and make a difference in their lives.
- Apply existing knowledge and skills.
- Learn new skills and knowledge.
- Contribute to the well-being of parents and caregivers in the community.
- Engage in meaningful relationships.

## Skills, Knowledge, Experience and Qualifications

- Feel comfortable speaking to other people, without judgement, particularly if they have challenging circumstances in their life.
- Basic understanding of parenting and caregiving.
- Build social connections and relationships.
- To be empathetic of client's issues and needs.
- To have capacity to be committed yet flexible.
- To respect differences in cultures, abilities and backgrounds.
- Have an open communication style.
- To be patient and a good listener.
- Able to work as part of a team.
- To have a clear understanding of professional boundaries.
- To be reliable, honest and trustworthy.
- Understanding of the vision of the City of Victor Harbor.

- Understanding of the principles of Work, Health and Safety and of Equal Opportunity.
- Understanding of the City of Victor Harbor Volunteer Policy and Volunteer Code of Conduct.

## Mandatory Requirements

- Due to current DHS requirements, all volunteers are required to show evidence of current COVID Vaccinations.
- Have current Working with Children Check.
- Volunteers are covered by the City of Victor Harbor Volunteer Policies.
- Parent (or guardian) consent required for volunteers under 18 years of age.

## Training

As a Council volunteer you will be required to participate in the following sessions to ensure you are appropriately prepared for your role:

- City of Victor Harbor Volunteer Induction (preferably prior to commencing your volunteering role).
- Site specific and role specific program induction, including specific Work Health & Safety training.
- “On-the-job” training specific to volunteer role.
- Awareness of COVID Safe Plan (if applicable) for volunteer program.

Council will endeavour to provide flexible training options, however where essential training and refreshers are required, attendance is compulsory to ensure that we continue to provide a safe environment for our volunteers and clients.

## Your Responsibilities

- Work within the guidelines provided by this role description.
- Take reasonable care for your safety and the safety of others.
- Attend regular meetings and training deemed to be essential for your role.
- Comply with all policies, procedures, guidelines and instructions relevant to your role.
- Adhere to the City of Victor Harbor’s Code of Conduct which incorporates volunteers.
- To understand and have a respect for confidentiality.
- To accept direction and supervision from the Volunteer Program Coordinator and Program staff.

## Work Health and Safety

Under the Work Health and Safety Act volunteers are defined as ‘workers’ and included equally with employees, contractors etc in all matters relating to Work, Health and Safety. Volunteers are equally responsible for the care of their own health and safety and that of others at their work place. Volunteers of the City of Victor Harbor must:

- Follow all established policies and procedures of Council which apply to the tasks you have volunteered to perform.

- Have an awareness of Hazard Profile and Risk Assessment documents, follow Safe Operating Procedures and use Personal Protective Equipment as advised by the Volunteer Program Coordinator.
- Report hazards to supervisors to minimise and control risk.
- Report immediately (or as soon as practicable) any near miss, incident or injury which arises in the course of your volunteer duties.
- Adhere to Council's commitment to a smoke free workplace and agree to refrain from smoking in or around Council owned offices and buildings, within Council-owned vehicles or around minors.

## Code of Conduct for Volunteers

The Code of Conduct for Employees Policy details the standards expected of all volunteers whilst volunteering with City of Victor Harbor, and includes the rights and responsibilities of both volunteers and the organisation.

## Feedback and Support

- A 3-month probationary period is required to ensure that you settle in well and the role is right for you.
- Your Volunteer Program Coordinator will provide regular support and guidance to make sure you are getting the most out of your volunteering. This will be supported by the relevant Program staff.
- To evaluate the volunteer program and your role within it, your Volunteer Program Coordinator will engage you in an annual catch up to share feedback regarding your volunteering experience, training, support and future.

I have read and understand this Volunteer Role Description and agree to abide by the conditions outlined.

<b>Volunteer Signature</b>	<b>Date</b>
<b>Parent Guardian (if under 18 years)</b>	<b>Date</b>
<b>Volunteer Program Coordinator Signature</b>	<b>Date</b>