

Position Description

Position Title:	Volunteer Program Assistant – No Interest Loan Scheme (NILS)
Program/Section and/or Portfolio:	Community Participation
Location:	Ballarat, Mildura or Melbourne (can be remote working)
Reports To:	Manager, Community Support

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

About the Program/Section

Good Shepherd Microfinance Australia and New Zealand, a not-for-profit agency, funds the CatholicCare Victoria NILS program. NILS provide individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs, school items and medical procedures for up to \$1,500. Repayments are set at an affordable amount over 12 to 18 months. NILS is offered by 160 local community organisations in over 625 locations across Australia. To be eligible for NILS, a person must have a healthcare or pension card, earn under \$45,000, have lived in their current residence for three months, and have a willingness and capacity to repay the loan. There are no credit checks. NILS is supported by the Australian Government as part of its five-year, \$33.3 million investment in microfinance, and by Good Shepherd Microfinance long standing corporate partner, the National Australia Bank (NAB).

Volunteer Position Summary

The position is responsible for working alongside the CCV NILS Worker to support individuals and families on low incomes, to address their current financial needs with a focus on minimising financial stress. The position would assist with the assessment of applications for NILS in consultation with the CCV NILS Worker and clients to ensure their eligibility and ability to meet the loan requirements.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

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Please Note: This is a volunteer role requiring a level of skill to deliver this service. It is acknowledged there will be a need for ongoing support and training to ensure the volunteer feels well equipped and supported.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Direct Client Work	<ul style="list-style-type: none"> • Interview clients, whilst respecting client boundaries, ensuring all follow-up contact with client is completed; • Maintain client privacy at all times; • Maintain appropriate case notes, using clear, concise and factual records of conversations; • Respond to general enquiries in a timely manner.
Program Reporting	<ul style="list-style-type: none"> • Ensure the maintenance of client information records in an accurate and timely manner, maintaining principles of confidentiality and privacy; • Consult/report to CCV NILS Worker and Manager, Community Support as required.
Team Work	<ul style="list-style-type: none"> • Actively participate in team meetings and organisation planning; • Collaborate with peers and volunteers; • Actively engage and support colleagues as required.
Personal Performance	<ul style="list-style-type: none"> • Manage your own performance in the role, upholding professional standards and demonstrating commitment to all CatholicCare Victoria values; • Actively participate and contribute to supervision sessions; • Maintain appropriate professional boundaries to ensure sound judgement and actions.

The position is also required to perform other duties as lawfully and reasonably directed.

The position reports to and works under the general direction of the CCV NILS worker and the Manager, Community Support.

Other Requirements

- All volunteers are required to undergo a Police Record Check (PRC) and a Working with Children Check (WWCC) prior to commencing any voluntary work with CatholicCare (NOTE: CatholicCare will facilitate the PRC at no cost to the volunteer and will reimburse the cost of passport photos if required for the WWCC);
- All new volunteers are required to complete CatholicCare's Child Safe Training;
- All volunteers are required to read and sign a Confidentiality Agreement and Volunteer Declaration, stating they have read and understood CatholicCare Policies and Procedures.

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Organisational Responsibilities of the Volunteer Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

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Requirements

Qualifications and/or Training

1. Community work experience and/or Tertiary qualifications in social welfare, community development or another relevant discipline;

Experience

2. Demonstrated experience working within NILS, finance or the community services sector is an advantage;

Knowledge, Skills and Attributes

3. Demonstrated ability to develop and maintain respectful relationships with key stakeholders to facilitate the achievement of the program objectives;
4. Ability to work both autonomously and within a team environment, with well-developed priority and time management skills;
5. Developed interpersonal, verbal and written communication skills;
6. Well-developed IT skills including working knowledge of Microsoft Office suite and Windows operating environment and data entry skill;
7. Treats others with respect and dignity and supports all policies and decisions;
8. Recognises own limitations and impact of own behaviour and emotions on others. Seeks the support and supervision of program manager as required;
9. Develop positive relationship with clients, identifies and analyses client needs and advocates and negotiates effectively on behalf of clients;
10. Respects differences in culture, styles and views of others and respectfully provides own point of view;
11. Understands, complies with relevant legislation and Good Shepherd & CatholicCare Victoria policies, systems, procedures, practice models.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

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Application

All volunteers are required to complete or provide the following application and registration documents:

- Volunteer Expression of Interest Form;
- Volunteer Registration Form;
- Working with Children Card;
- Police Record Check Form, accompanied by 100 points of identification (originals must be sighted).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Supervisor/Manager's Signature:	
Date:	

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