

Position Description

Position Title:	Volunteer Emergency Relief (ER) Intake/Assessor
Program/Section and/or Portfolio:	Community Participation
Location:	East Melbourne (can work remotely).
Reports To:	Team Leader/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.

Our Values

CatholicCare expects staff and volunteers to model our Values, which are:

- Human Dignity
- Compassion
- Collaboration
- Inclusion
- Responsibility

Emergency Relief (ER) Overview

Emergency Relief services help people address immediate basic needs in times of crisis. People accessing emergency relief typically have a low or no income. Others need support as a result of an unforeseen or life changing event such as illness, loss of employment, family breakdown or family violence. Emergency Relief provides immediate financial and/or material assistance to people in financial crisis.

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

Volunteer Position Summary

The Volunteer Emergency Relief (ER) Intake Assessor position provides services to clients experiencing disadvantage who come to CatholicCare Victoria seeking Emergency Relief Support. Assistance includes initial interview/assessment and distribution of ER assistance (e.g. food vouchers, food, pharmacy assistance, petrol) plus referral to other services, advocacy and provision of information to support the client to receive extended assistance.

Assistance is provided in a manner that respects the privacy of the client. Attention and adherence to the appropriate protocols and policies is critical. Safety and well-being of self and others is vital and there is a requirement to identify and report hazards and incidents when they occur.

Please Note: This is a volunteer role requiring a level of skill to deliver Emergency Relief services. 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 Requirements

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

Key Result Area	Key Requirements
Direct Client Work	<ul style="list-style-type: none">• Interview clients, whilst respecting client boundaries, ensuring cultural sensitivity and ensuring all follow-up contact with client is completed• Always maintain client privacy• Maintain appropriate case notes, using clear and concise records of conversations• Respond to general enquiries in a timely manner.
Program Reporting	<ul style="list-style-type: none">• Encourage a culture mindful of health & safety• Ensure the maintenance of client information records in an accurate and timely manner and maintain confidentiality• Consult/report to CCV ER Worker, Team Leader or Manager, Community Support as required.
Team Work	<ul style="list-style-type: none">• Actively participate in team meetings when required• Collaborate with staff and volunteers• Engage and support colleagues and volunteers as required• Participate in training & development opportunities if required.
Personal Performance	<ul style="list-style-type: none">• Manage your own performance in the role, upholding professional standards• Maintain appropriate professional boundaries to ensure sound judgement and actions• Develop effective communication with community.

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 ER worker, Team Leader and the Manager, Community Support.

Other Requirements

- All volunteers/students 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

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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
- Current driver's licence.
- 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).

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).

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;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and

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.

Risk Management, Accreditation and Quality Improvement

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;

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- Equal Opportunity, anti-discrimination and anti-bullying; and
- Inclusion and diversity.

Requirements

Qualifications and/or Training

1. Relevant community work experience, preferred but not essential;

Experience

2. Demonstrated experience working within the community services sector, advantage if you obtain or currently completing tertiary level qualifications in social welfare or related field;

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, prioritise time management;
5. Interpersonal, verbal and written communication skills;
6. IT skills including working knowledge of Microsoft Office suite and Windows operating environment and data entry skill;
7. Recognises own limitations and impact of own behaviour and emotions on others. Seeks the support and supervision of program manager as required;
8. Develop positive relationship with clients, identifies client needs and advocates and negotiates effectively on behalf of clients;
9. Respects differences in culture, styles and views of others and respectfully provides own point of view;
10. Understands, complies with relevant legislation and CatholicCare Victoria policies, systems, procedures, practice models.

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).
- Evidence of Vaccination status if working onsite

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Signatures

This section is to be signed upon appointment:

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

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