



Advertisement & Position Description for Springvale site

Volunteer Information and Support worker- South East Community Links – Springvale Site

We are looking for volunteers with strong interpersonal and communication skills in English (written and spoken) and some computer skills. The role involves interviewing clients in person and advocating on their behalf. We are looking for volunteers from diverse backgrounds, walks of life and with varied experience and knowledge. Those with a human services background will be favorably considered.

This position is an exciting opportunity to be involved in your community, to utilise your knowledge, build skills, gain work experience and to be part of a dynamic and skilled team that highly values volunteers.

If you are looking to get back into work, or build your experience, this role provides the opportunity to gain experience in community based and professional setting that supports you to build your level of involvement and responsibility, as you are ready and confident to do so. This role also offers accredited training and professional development opportunities.

All volunteers are asked to complete a National Criminal & Working with Children Check.

Applications and Enquiries to: bdeworsop@secl.org.au Phone: 9546 5255.

Position Description

Position Title:	Volunteer Client Support Worker
Team:	Community Wellbeing
Reporting to:	Manager and Senior Practitioner Community Wellbeing
Position Supervises:	N/A
Location:	5 Osborne Avenue, Springvale
Hours:	Minimum 1 day pw
Position Purpose	The primary objective of this position is to provide high quality support, information and referral services to clients in a confidential and impartial manner.

Background of South East Community Link Inc:

South East Community Links (SECL) was formed on 1st October 2015 as a result of a merger between Springvale Community Aid & Advice Bureau (SCAAB), Dandenong Community Advisory Bureau (DCAB). In December 2015 Southern Ethnic Advisory and Advocacy Council (SEAAC) Joined SECL. SECL is the culmination of five decades of history and commitment, working across the south east of Melbourne to achieve better social and economic outcomes for people our community. SECL

currently operates out of three sites, Springvale, Dandenong and Noble Park with some paid staff out-posted across the South east Region.

South East Community Links operates in one of Melbourne's highest multicultural areas. A core aim of our organization is to promote cultural diversity and inclusion. This means working to reduce stereotypes and discrimination, as well as working to promote and advocate equal opportunity for all.

In order to meet the needs of those in the local community, SECL delivers a wide range of services including

Emergency Relief, Case work, Housing Support, Youth & Family services, Financial Counselling and Resettlement services for asylum seekers and Refugees. Our service model ensured people in our community are provided integrated services, linked to client needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. Thus SECL is contributing to their economic and social development in our community.

Vision:

Every person counts, every system fair.

Mission:

Achieve better social and economic outcomes for people in our community.

Values:

Social and economic inclusion, equality, compassion, dignity and choice.

Program Context

The Community Support team at the Springvale site consists of a Manager, Senior Practitioner, Volunteers and Students. We provide assistance and support to vulnerable members of our community. Our support includes, but is not restricted to, material aid, case work, assistance with prescriptions, Telstra telephone accounts, advocacy and negotiating payment plans for utility bills.

We acknowledge that there are many and varied issues which impact on clients' lives causing financial difficulty, and that sometimes food vouchers may be a "band aid" solution. We therefore do intake and a detailed assessment of clients' circumstances to ascertain what further assistance/referral we may provide.

Key Stakeholders and Working Relationships

Internal:

- SECL clients
- SECL paid staff, other volunteers and students on placement

External:

Other agencies that refer clients to us or that we refer clients to

Responsibilities:

- Provide appropriate responses to client enquiries, identify needs, provide relevant information or refer to other services as necessary.
- Conduct “face to face” client interviews to understand their needs, provide practical support or information as appropriate.
- Source information from internal and external sources to assist our work with clients.
- Work with clients and colleagues in a collaborative, non judgmental manner, being always respectful of diversity and differing values.
- Enter client information and case notes on electronic management system.
- Attend SECL induction, staff meetings and training as required.
- Participate in SECL ongoing continuous quality improvement, including adherence to SECL policies and procedures.
- OH&S legislation policies and procedures must be followed at all times. It is the responsibility of everyone to report potential risk and hazards to management or OH&S representative.

Selection criteria

- Well developed spoken and written English skills
- Adaptable and open to new ideas
- Ability to treat clients with dignity and respect
- Confident negotiation and advocacy skills
- Ability to embrace diversity and avoid stereotyping of clients based on socio-economic status, age, gender, race or religion
- Commitment to practices that engage and support clients to achieve positive outcomes
- Be a “team player” work collaboratively with colleagues and contribute to a harmonious work environment
- Be responsible, flexible and committed to ongoing learning and development

Qualifications

As a major part of this role is conducting face to face client interviews, applicants need to be aware of the challenges sometimes presented by clients with complex needs.

Experience or qualifications in the human services highly regarded, however other applicants may be required to complete the accredited Community Support Worker’s course. This course is for one day per week over six weeks.

Further Information

Applicants must have a satisfactory National Police Check and Working With Children Check (WWCC) prior to appointment. Those who have worked overseas for 12 months or more within the last 10 years must have an international police check. Applicants must also sign the SECL Code of Conduct and Deed of Confidentiality.

A probationary period of six months will apply for this position.

Position developed: May 2018