

Assistant Volunteer and Community Development Worker

8 hours pw /0.2 FTE, August 2021 – 10 December 2021

POSITION

CLASSIFICATION

Social and community services employee Level 3.1, commencing hourly rate \$32.54, generous conditions including a paid lunch break and access and access to attractive salary packaging. Additional above award conditions, National Employment Standards

AWARD

Social, Community, Home Care and Disability Services Industry Award 2010. Level 3.1 Part time
Merri Outreach Support Service ENTERPRISE AGREEMENT 2018

REPORTS TO

Volunteer and Community Development Worker, Program Manager, General Manager, CEO

APPROVED BY

Rita Lawrence, General Manager

DATE APPROVED

9 July 2021

SIGNED

DATED

9 July 2021

1. Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalized people and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic service responses to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- MOSS Volunteer Program
- Brunswick Older Persons' High Rise Support Program
- Northcote Older Persons' High Rise Support Program
- Housing Support for the Aged (HSAP)
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Transitional Outreach Support Team (TOST)
- Banyule Housing Support
- Intensive Case Management Program (ICMI)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Youth and Family Team
- Bright Futures – Homeless Children's Specialist Support Service
- North and West Regional Regional Children's Resource Program
- Hume Program
- Connections Program

2. Position Summary and Objectives

The MOSS Volunteer Program is currently based at Barkly Street, Brunswick and aims to provide social interaction and support to residents of the Barkly Street high rise public housing estate. The Program is one of a suite of programs which supports people residing on this older persons estate.

Objectives:

The Assistant Volunteer and Community Development Worker role will work within the MOSS OPHRS (Older Persons High Rise Services) Volunteer and Community Development program, supporting administrative aspects of all volunteer programs for residents residing in high rise housing, on both estates. Specific focus of the administrative tasks will be on supporting the growing Digital Mentoring Program.

Digital Mentor Program:

The MOSS Digital Mentor Program recruits and trains community volunteers to work with residents of Barkly Street and Holmes Street high rise estates, assisting them to learn basic and essential technology skills. MOSS are currently conducting a small pilot program with the intention of growing the program. The expected growth of this program will require support from an experienced administrative assistant, who not only has good administrative skills, but also has an understanding of the Volunteer sector, experience working with disadvantaged people and the ability to be flexible and meet the needs of a growing program.

Role:

The principle role of the Assistant Volunteer and Community Development Worker will be to:

- Assist in maintaining up to date human resource files on all Volunteers.
- Support new Volunteers to complete Volunteer agreements and undertake all MOSS required pre-volunteer employment checks. i.e police checks, statutory declarations, referee checks.
- Assist in the setting up and maintenance of the Volunteer Community Development desk and hub at Barkly St, Brunswick.
- Assist in the expansion of the Digital Mentor program into Holmes Street, Northcote
- Ensure all Volunteers are aware of MOSS Occupational Health and Safety Policy and Procedures, in particular worker safety procedures.
- Assist in the management and coordination of a Volunteer roster of activities

Skills and knowledge provision

- Support the Volunteer & Community Development Program in all administrative aspects relevant to the recruitment, and support for onsite MOSS volunteers.
- Support the Volunteers to provide activities onsite at Barkly Street that aim to meet the needs of the tenant group.
- To complete Volunteer agreements and undertaken all MOSS required pre volunteer employment checks. i.e police checks, statutory declarations, referee checks with the assistance of the Volunteer and Community Development Worker.

MOSS POSITION DESCRIPTION

Assistant Volunteer and Community Development Worker

The Assistant Volunteer and Community Development Worker assists the recruitment, training and supports a team of Volunteers who provide onsite activities which include providing residents with individualised services and group activities that aim to improve social isolation and better health outcomes. The MOSS Volunteer Program is responsible for the development of community activities. In addition, the MOSS Volunteer Program runs a food bank every Friday at the building to provide much needed food security to residents of the building and surrounding area.

Other support services provided by the MOSS Volunteer Program include a home visiting program, transportation and referrals to support services. There is scope to expand the role of volunteers at Barkly Street and more broadly across the Agency.

Objectives:

Understand and meet the health and well-being needs of the local community, making sense of the issues which affect their lives, setting goals for improvement and responding to needs through empowerment and active participation program development. Scope expansion of the MOSS Volunteer Program to other sites.

The principle duties of the Assistant Volunteer and Community Development Worker will be to **support** the Volunteer and Community Development Worker and the program as negotiated in:

- Recruiting and supporting a team of Volunteers at the Barkly St and Holmes St High Rise Estates.
- Provision of training and educated to undertake their role.
e.g bus driver safety training, Safe Food Handling training, First Aid training.
- Assist in maintaining up to date human resource files on all Volunteers.
- Ensure all Volunteers are aware of MOSS Occupational Health and Safety Policy and Procedures, in particular worker safety procedures.
- Encourage volunteers to identify unsafe activities and areas, including ideas for improving safety standards.
- Collection of money, secure storage and work with administration team to keep accurate records.
- Support development of activities with the Volunteers that support the needs of the tenant group on the estates.
- Work with the Shrivings Day Centre, Housing Support for the Aged and Older Persons High Rise Program to identify and provide support services to older vulnerable tenants onsite.
- Help the coordination of the Barkly Street Food Bank as a weekly activity of the Volunteer Program.
- Help maintain statistical records on number of participants to Food Bank.
- Help manage a Volunteer roster of activities and roles.
- Help coordinate and support the Volunteer Visiting Program provided to the tenants at Barkly Street.
- Provide support to the participants of the Social Support Groups by assisting to facilitate transport through the Volunteer Program.
- Undertake regular supervision with the Volunteer and Community Worker

3. Key Responsibility Areas

Support to homelessness programs

- Regular consultation with MOSS programs and external agencies in order to provide food parcels to eligible people and families.
- Support Indigenous and CALD specific services in their work older people in public housing.

Skills and knowledge provision

- Help recruit, train and support to a team of onsite MOSS volunteers.
- Support the Volunteers to provide activities onsite at Barkly Street that aim to meet the needs of the tenant group.
- Support and help facilitate the delivery of a weekly Food Bank Market for the tenants and surrounding community.

Community Liaison and Networking

- Help promote Merri Outreach Support Service and the MOSS Volunteer Program in the local community.
- Developed verbal and written skills to be applied in a wide range of circumstances with guidance and direction, including the capacity to represent the organisation at meetings.
- Help to identify, establish and maintain contact with other service providers in order to promote collaborative and partnership ventures.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet the needs of the Barkly Street tenant population.
- Provide assistance and appropriate information to staff and services we work with.

Accountability

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Under guidance practise in line with the prevailing Accreditation Standards, currently the Human Services Standards and ISO 9001:2015, Home Care Standards and Continuous Quality Improvement requirements.
- Submit timecards and leave application forms within required timeframes.

4. Qualifications and Experience

- An understanding of the issues faced by older persons living in public housing estates.
- Experience in providing constructive people management including mentoring.
- Experience in reporting and financial management.
- Experience in managing or participating in volunteer programs.
- Experience in engaging respectfully with communities experiencing disadvantage.
- A commitment to supporting people to live better lives.
- A qualification or experience in community development or equivalent is desirable but not essential.

5. Key Selection Criteria

- i. Demonstrated experience or aptitude in providing support to individuals and a team of volunteers.
- ii. Ability to take direction, work both co-operatively and independently as required by different aspects of the position.
- iii. Demonstrated understanding and empathy for the impact of homelessness and housing vulnerability on older people who reside in public housing and other low cost accommodation settings.
- iv. Demonstrated commitment to supporting marginalised people and respectful engagement skills.
- v. Ability to work in a genuinely consultative manner with a team of volunteers.
- vi. Demonstrated planning skills and the ability to guide volunteers in the provision of support and recreational activities to diverse participants in a group setting.
- vii. Excellent organisational, interpersonal and communication skills, including:
 - Volunteer Recruitment and Training skills
 - Writing skills
 - Management of financial systems for collection of Food Bank donations.
 - Oral skills – liaison, consultation, negotiation
 - Advocacy skills
 - IT competency

6. Additional Information

Office: This position is based at 351 Barkly Street, Brunswick VIC 3056.

Hours of work: To be negotiated

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:

- a current Police Records Check

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

7. Application process and contact information:

For more information about the position please contact Cate Thompson – Volunteer and Community Development Worker on 0499-997-292. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 9am, Monday 19 July 2021

Please forward applications to:

Rita Lawrence
General Manager
Merri Outreach Support Service
279 High Street
Northcote VIC 3070

Or email: rita@merri.org.au