



**MOSS POSITION DESCRIPTION**  
**Assistant Volunteer and Community Development Worker**

**Ast. Volunteer and Community Development Worker**

**POSITION**  
Part-time – 8 hours per week 0.2 FTE  
February 2024 – February 2025

**LOCATION**  
1 Holmes St, Northcote

**CLASSIFICATION**  
SCHCADS Industry Award  
Level 3  
Salary packaging available.

**AWARD**  
Social, Community, Home Care, and Disability Services Industry Award 2010.  
Merri Outreach Support Service Enterprise Agreement 2018  
Including above award conditions

**UNION**  
Australian Services Union (ASU)

**REPORTS TO**  
Volunteer and Community Development Worker,  
Program Manager  
General Manager

**APPROVED BY**  
Hardeep Saini, General Manager

**DATE APPROVED**

**SIGNED** \_\_\_\_\_

**DATED** ...../...../ 2024

**Striving to End Homelessness**  
Sustaining housing and strengthening communities



## **MOSS POSITION DESCRIPTION**

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#### **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 within which all decisions, policies, and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management 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)
- Shriving's 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 Children's Resource Program
- Hume Program
- Connections Program

#### **2. Position Summary**

##### **Position Summary and Objectives**

The MOSS Volunteer Program aims to provide social interaction and support to residents of Barkly St., Brunswick, and Holmes St., Northcote, a high-rise public housing estate. The Program is one of a suite of programs that supports people residing on this older person's estate.



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#### **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 The Digital Divide, Mentor Technology Program which programs for residents residing in high-rise housing, on the Holmes St estate.

#### **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. The role requires someone who has a good understanding of the Volunteer sector, experience working with and supporting volunteers, awareness of the challenges faced by disadvantaged older people living in high-rise estates, good administrative skills, and the ability to be flexible and grow the program.

#### **Role:**

The principal role of the Assistant Volunteer and Community Development Worker will be to work closely with the OPHRS, Volunteer & Community Development worker, in the following key areas:

- Promotion and recruitment of participants (residents and volunteers)
- Matching residents and volunteers
- Ongoing coordination of the program and provision of support to volunteers
- Relevant administrative tasks

#### **Objectives:**

- Recruiting and supporting a team of Volunteers at the Holmes St High Rise Estates.
- Assist in maintaining up-to-date human resource files on all Volunteers and participating.
- 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.
- Help manage a volunteer roster of activities and roles.

### **3. Key Responsibility Areas**

#### **Skills and knowledge provision**

- Help recruit, train, and support a team of onsite MOSS volunteers.
- Support the Volunteers to provide mentoring and tutoring that aim to meet the needs of the tenant group.

#### **Community Liaison and Networking**

- Help promote Merri Outreach Support Service and the MOSS Volunteer Program in the local community.



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- Utilise your well-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 that can be accessed to meet the needs of the Digital Divide Program based at Holmes St.
- Provide assistance and appropriate information to staff and services we work with.

#### **Accountability**

- Work in accordance with Merri Outreach Support Service's Policy and Procedures Manual.
- Under guidance practice 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 the required timeframes.

#### **4. Qualifications and Experience**

- An understanding of the issues faced by older persons living in public housing estates.
- Experience and an ability to work with the local community sector.
- Ability and some experience in recruiting participants to become active in a community program.
- Experience and ability to speak to both small and larger community groups, promoting the program to potential volunteers.
- Experience in managing and/or participating in volunteer programs.
- Experience in engaging respectfully with communities experiencing disadvantage.
- A qualification or experience in community development or equivalent is desirable but not essential.

#### **5. Key Selection Criteria**

- a. Demonstrated experience or aptitude in providing support to individuals and a team of volunteers.
- b. Ability to take direction, and work both co-operatively and independently as required by various aspects of the position.
- c. Ability to engage with key community groups and individuals, with the aim to increase the number of participants in the Holmes St program.
- d. Demonstrated commitment to supporting marginalised people and respectful engagement skills.
- e. Ability to work in a genuinely consultative manner with a team of volunteers.



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- f. Demonstrated support planning skills and the ability to guide volunteers in the provision of support to diverse participants.
- g. Excellent organisational, interpersonal, and communication skills, including:
  - Volunteer Recruitment and Training skills
  - Writing skills
  - Skilled in presenting to groups.
  - Oral skills – liaison, consultation, negotiation.
  - Advocacy skills
  - IT competency

## 6. Additional Information

**Office:** This position is based at 1 Holmes St. Northcote

**Hours of work:** Eight hours a week  
Two half days (9.30 am – 1.00 pm) Tuesday and Wednesday

**Website:** [www.merri.org.au](http://www.merri.org.au)

### **Occupational Health and Safety:**

All employees are required to perform 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 cooperating 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 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, well-being, and inclusion of all children and is committed to practices that instil 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



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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](http://www.merri.org.au)

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

The closing date for applications is Monday 5<sup>th</sup> of February.

Please forward applications to: Cate Thompson: - [cate@merri.org.au](mailto:cate@merri.org.au)