

Volunteer role description



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Prison Visitor Support Volunteer

Department	Community Programs
Availability	Ongoing Position Fridays, Saturdays & Sundays 9.30 – 12.30 or 10.00 – 1.00
Location	Port Phillip Prison, Melbourne
Category	Working in our Services and Programs

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

Red Cross volunteers provide support for friends and families visiting Port Phillip Prison before, during and after their visit time with loved ones. In a waiting area located externally to the prison, volunteers run the Visitor Support Centre which is designed to provide non-specialist practical and emotional support to families and friends. These volunteers are there to listen, link visitors to specialist support services, provide activities for children and help to raise awareness around prison policies, procedures and the broader correctional environment. Volunteers also operate a child focused program inside the prison visit centre. They create a safe and supportive environment for children and their families and facilitate a range of fun family activities. The program aims to create a more enjoyable environment for visitors and their loved ones and contributes to the maintenance and strengthening of family bonds.

Role responsibilities

- Support visitors before, during and after their visit
- Refer visitors to specialist support agencies and services where required
- Share information about prison rules and visit procedures to first time visitors
- Record accurate data of how many visitors engage with the service and report on key interactions
- Work cooperatively with prison staff
- Work collaboratively as a part of a team of volunteers
- Create a safe, child-friendly space to engage children and their caregivers in various activities, such as reading books, playing board games, playing with toys and art based activities
- Ensure the Program Officer is informed of any program issues and changes of availability in a timely manner
- Wear Red Cross uniform and identification at all times while delivering the service
- Volunteer with the program at least once a month for a minimum of 12 months

Knowledge, skills and experience

- The ability to exhibit a non-judgemental attitude and work closely with people affected by the justice system

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- Ability to communicate effectively and work with people from different backgrounds, cultures and religions
 - Capacity to be assertive and set firm boundaries
 - Record accurate data and report on key interactions
 - Work within operational policies and procedure and maintain confidentiality
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Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
 - Working with Children Check
 - Port Phillip Prison (G4S) security clearance check
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Learning and development

- Complete Red Cross online learning modules as required
 - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
 - Attend Port Phillip Prison Partners Training Session
 - Attend scheduled volunteer meetings, a minimum of two per year
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General conditions

We act always in accordance with the Australian Red Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
