

Volunteer role description

Job Café – Employment Assistance Volunteer

Department	Migration Support Programs
Availability	Friday mornings (except last Friday of the month)
Location	Bennett St, East Perth
Category	Working in our Services and Programs Contributing to our operational work

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

Role purpose

This position supports the work of the Migration Support Programs. Migration Support Programs provides effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

The Job Café Volunteer role exists to increase resilience of people accessing the Migration Hub by developing employment skills to achieve their goals. The role will assist clients to feel ready to participate in employment and volunteering opportunities and assist them to increase their computer skills and provide experiences to further their English language proficiency.

Tasks will include assisting clients with job seeking in newspapers and online, assisting with preparing CV's, cover letters, interview skills and sourcing opportunities for volunteer work. The role also requires participating in English conversational practice and assisting the Job Café team to identify training requirements and personal development priorities of clients.

The location will be at the Red Cross Migration Hub in East Perth and a minimum regular weekly commitment of 3 hours is required. The volunteer may provide assistance to people across a range of skill levels, English and education experience and varied cultural backgrounds.

Role responsibilities

- Assist clients to establish an employment plan focusing on their strengths
- Assess clients employment requirements
- Develop resources for training and volunteer opportunities
- Encourage clients to engage in skills development whilst job seeking
- Work with Job Café team to create focus areas for workshops
- Liaise with Hub staff as required including referrals
- Offer a variety of job searching methods to allow for different levels of employment types.
- Provide a holistic approach to clients' job seeking and be flexible towards the needs of the client

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- Provide services in line with any cultural and/or professional boundaries
 - Ensure complete confidentiality of all information discussed and recorded
 - Participate in client feedback processes and program review as required
 - Liaise with relevant staff members on any information regarding client's wellbeing, needs and concerns.
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Knowledge, skills and experience

Essential

- Ability to develop effective employment plans
- Understanding the needs of gaining formal employment i.e. resumes, cover letters, interviews
- Strong organisational and time management skills with the ability to work autonomously and as part of a team while taking own initiative
- Highly developed communication and interpersonal skills including with people from a diverse range of backgrounds
- Ability to prepare, manage and support clients in a group and/or one-on-one basis.
- Understanding the needs of the client group, including the impact of trauma, detention, uncertainty of residential status, and experiences of conflict, war and displacement
- Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision

Desirable

- Experience with employment services
- Experience working with Migrants, Refugees or Asylum Seekers
- Multi-lingual

Personal Attributes

- Ability to work under pressure
 - Passion and commitment to humanitarian causes and voluntary services
 - Shows consideration and respect for others and their views
 - Adapts to changing work environments and demands
 - Regularly evaluate own methods and client engagement
 - Flexibility and the willingness to learn new skills
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Check requirements

- A National Police Check (Red Cross will arrange this)
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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 scheduled volunteer meetings, a minimum of two per year
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General conditions

We act always in accordance with the Australian Red Cross Code of Conduct 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
