

POSITION DESCRIPTION – TEAM MEMBER

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| Position Title | Family Support Volunteer | Department | Youth & Families |
| Location | Various Locations | Direct/Indirect Reports | 0 |
| Reports to | Family Support Staff & Manager | Date Revised | September 2016 |

■ Position Level Descriptor

A Volunteer with the Family Support Program is required to commit to 4 hours a week of support per family and report on their weekly visits to the Family Support Officer. Volunteers need to be willing and able to maintain regular contact with the Family and Practical Support team during this time. The hours of work for a Family Support Volunteer are between 8.30am to 4.30pm, Monday to Friday.

All volunteers will be assigned one family only. Following the completion of one complete support period, approx. 12 weeks, each volunteer will be reviewed and if suitable (and at the volunteers request) will be assigned a maximum of two families. Any volunteer requesting more than two families will be required to seek approval from the Youth and Families Manager.

■ Position Summary

To assist and support families with multiple births, and/or mothers experiencing Postnatal Depression or depressive illness, in the family home by providing respite and practical support. Support could include feeding, changing nappies, washing, settling, burping etc. Volunteers will support parents to develop confidence, self reliance and empowerment in their parenting role; and will remain non-judgmental and impartial at all times. Volunteers will be required to attend an initial orientation workshop and any ongoing training where necessary.

■ Position Responsibilities

Key Responsibilities

- Be prepared to accompany staff on initial home assessment visits to new clients.
- Engage with the family unit, where appropriate during the initial visit and maintain a non-judgmental attitude.
- Be reliable and punctual. If unable to attend a visit or meeting due to illness or unavoidable circumstance, advise Family Support staff immediately.
- Maintain confidentiality at all times, do not disclose personal details of clients to anyone other than Family Support Staff and do not disclose your own personal details to a client.
- Visit a client one half day per week for up to 4 hours and assist mothers/fathers with; respite and social support, caring for and feeding of their babies and toddlers, including occasionally accompanying them on appointments; assisting with light house duties pertaining to needs of the children e.g. folding washing, changing nappies or meal preparation.
- Text Family Support staff going into, and out of, family homes to ensure safe arrival and departure.
- Weekly reporting to Family Support staff via text or email
- Advise Family Support staff of any concerns or problems and discuss these with staff as immediately as possible
- Attend all on-going training, where possible.
- Conclude your home visiting role with families once advised by the Family Support staff that the family has been exited from the program.
- In your capacity as a Red Cross Volunteer to never make arrangements for any ongoing paid support including or beyond your volunteering role.

■ Position Selection Criteria

Technical Competencies

- Experienced and confident in relation to caring for newborn babies and toddlers; including feeding, changing nappies, settling, holding, burping etc.
- An understanding of postnatal depression.
- Willingness to attend ongoing training workshops
- Experience in interacting with people from differing cultures and backgrounds
- Must have own mobile phone and email and be able to use them
- Must have own car
- Mandatory to report any child protection issues

Qualifications/Licenses

- A Red Cross Police Check is a mandatory requirement for this role and will be conducted in conjunction with the Red Cross internal system before the role commences and every 3 years thereafter
- A Working with Children check is a mandatory requirement for this role
- A current drivers licence

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**
Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**
Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**
Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts own role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances
- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**
Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters

Certification

I have read this document and agree to undertake the duties and responsibilities as listed above. I also agree to abide by the Fundamental Principles of the Red Cross movement.

I acknowledge that:

- I understand the requirements of, and am prepared to undertake the duties and responsibilities stated in the Position Description,
- The Position Description will be reviewed regularly in consultation with me, and
- I will be subject to a three month probationary period from my commencement date – after which my ongoing commitment will be reviewed.

Occupant

Name: _____

Date: _____

Signature: _____

OH & S Statement

Australian Red Cross (ARC) is committed to providing and maintaining a safe and healthy working environment for all staff, volunteers, contractors and visitors. This commitment is in accordance with the organisation's values and the requirements of the various Occupational Health & Safety Acts, associated Regulations and Codes of Practice.