

Volunteer role description



Red Cross acknowledges
the Traditional Owners
of this land, their ancestors
and Elders, past and present.

the
power of
humanity



Migrant Playgroup & Parenting Support Volunteer – Coffs Harbour

Department	Migrant Playgroup and Parenting Programs
Availability	Monday – Friday 9am-5pm - flexible hours
Location	Coffs Harbour
Category	Working in our Services and Programs

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

Role purpose

Our values ENGAGE – ENRICH – EMPOWER aim to assist families from refugee and migrant backgrounds, Culturally and Linguistic Diverse (CALD) or English as other language (EOL) to overcome the challenges of living in Australia. We walk beside our families as they discover new opportunities and strengths.

Volunteers will assist in the delivery of the Migrant Playgroup and Parenting Programs. We aim to connect cultures and families through

- Weekly supported playgroups (currently suspended due to COVID)
- Participating in community events and spaces (currently suspended due to COVID)
- Connected Hearts Private Facebook group, Messenger Chats, ZOOM parenting programs and other online platforms are being utilised.
- Support and mentoring in increasing families capabilities, knowledge and practical skills using devices and online opportunities
- Volunteer Coordinator/s -support in organising volunteer meetings (via ZOOM) taking minutes and coordinating tasks and events. This includes increasing the number of multilingual community champions registered as Red Cross volunteers.
- Support staff in Microsoft applications; e.g. excel spreadsheets, data entry, creating surveys, forms and other online content infographics etc.
- Support weekly wellbeing phone/face to face check ins with families
- Support organising resources at the Red Cross office in Coffs Harbour
- Toy Bus Program – (Red Cross vehicle provided) to drive and deliver educational resources to families
- Parenting information programs delivered via shared experiences and story-telling (online)
- Home visits (Adhering to COVID regulations)
- Let's Grow Together Coordinator/s – supporting the continued evolution of the Red Cross office backyard space with planting, growing and organising supplies for our beautiful community garden.
- Support in attending appointments with families for advocacy and support (Adhering to COVID regulations)
- Assistance to individual families on a needs basis as assigned by staff

Through your volunteering role we aim;
"to ensure children from refugee families have a safe and healthy start to life with age appropriate life and learning skills and that families have positive social connections including access to appropriate and responsive services. "

Role responsibilities

- Understand and model the 7 fundamental principles (below)
- Demonstrate Red Cross values by promoting respect for diversity and human dignity, considering the impact of words and behaviour when interacting with others, and listening to and acknowledging the thoughts and feelings of others
- Assist with set up, delivery and pack down for group sessions, playgroups, or parenting sessions
- Participate in alternative connection activities adapted to remain COVID safe
- Explore ways of strengthening relationships through authentic connections with families - "relationship is the intervention" is a key component to the success of our programs
- Maintain confidentiality of information shared through community conversations unless information must be disclosed to Red Cross staff

Optional

- Support families to engage with other agencies or processes as guided by Red Cross staff

Knowledge, skills and experience

- Experience, and/or willingness to develop, understanding and knowledge of issues affecting refugees, asylum seekers and migrants, made vulnerable by the migration process
- Experience, and/or willingness to develop, understanding and knowledge of Trauma Informed ways of working and the effects of trauma on participants
- Flexibility to ensure we work from a client's strengths and a family-focused approach
- Knowledge of the Early Years Learning Framework will be highly regarded

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Working with Children's Check relevant for NSW

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

General conditions

We act always in accordance with the Australian Red Cross 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
