

Volunteer role description

Connections Mentor

Department	Community Justice Programs
Availability	Once a week for 1 hour
Location	Adelaide Metropolitan area
Category	Working in our Services and Programs

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

Role purpose

This position provides Mentoring support to assist adult clients of the Connections program who are in contact with or exiting the Justice system and are experiencing social isolation. We provide assistance with re-integration back into society. This may include assistance with finding and accessing local services, government departments and building living skills.

Role responsibilities

- Maintain regular scheduled contact with the client
- Support the client to voice their own goals, needs and preferences and work with clients towards goals outlined in their personal goal plan
- Maintain safe relationship boundaries at all times
- Discuss any issues that require specialist support or case management with the Health and Wellbeing Officer
- Submit monthly feedback forms to the Health and Wellbeing Officer
- Keep a record of car travel and receipts for any activity expenditures to claim reimbursement
- Inform the Health and Wellbeing Officer if a client catch-up can not be undertaken
- Participate in training opportunities as they arise
- Maintain a fully functional mobile phone while undertaking the mentoring role
- Discussing any client transportation in personal vehicle with Health and Wellbeing Officer prior to travel
- Follow Red Cross Home Visiting Policy as required

Knowledge, skills and experience

- Ability to communicate effectively with a broad range of people
- Understanding approach towards the rights and needs of vulnerable people
- Confidence to work 1:1 with a client in the community

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- Sensitivity to cultural and social differences
 - Ability to work within defined boundaries
 - Applied First Aid (desirable)
 - An understanding of various life issues that the client may have encountered (desirable)
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Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (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 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
