



Employee Position Description

Position Details		
Position Title: Volunteer Community Connector	Department: Community Impact	Agreement: N/A
Reports To: Access to Community Program team	Location: Camcare - Camberwell	
Direct Reports: Nil	Employment Status: Voluntary	Classification: <i>Volunteer</i>
Position Primary Purpose		
<p>Access Health and Community's Access to Community program supports socially isolated and/or lonely community members and helps to connect them with community programs/activities through volunteer Community Connectors. The program services the cities of Boroondara, Yarra and Manningham.</p> <p>Our Community Connectors :</p> <ul style="list-style-type: none">- help increase the community's awareness of the Access to Community program- represent the Access to Community program at community engagement events & opportunities- support clients to access social opportunities and build their confidence in participating- identify suitable community activities/programs and support the client to choose their social activity- increase clients' accessibility to participating in their chosen activity (eg. helping to find the right bus route or making the journey there together).- are actively supported by the Access to Community Program team with their client and community interactions. <p>The role also involves offering practical and emotional support to help clients build their confidence in taking steps to connect with new people and social opportunities at the client-led pace. The role is varied and dynamic.</p>		
Decision Making Authority		Key Relationships

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Decisions made independent of Manager <ul style="list-style-type: none"> Decisions to be made under supervision of Access to Community Coordinator or Volunteer Workforce Coordinator 	Internal <ul style="list-style-type: none"> Access to Community Program Coordinator Volunteer Workforce Coordinator External <ul style="list-style-type: none"> Community program providers such as Neighbourhood Houses, sports clubs, interest groups. Boroondara Volunteer Resource Centre Manningham Resource Centre Volunteers Victoria
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Key Accountabilities	
Focus Areas	Responsibilities
Training	<ul style="list-style-type: none"> Attend the Access to Community Volunteer training workshop (2 x 2hr face to face) Complete online training modules as required Attend occasional additional training as identified by the A2C Coordinator
Community Engagement	<ul style="list-style-type: none"> Actively participate in community engagement at relevant community events and activities Promote the Access to Community program with potential clients and community service providers
Supervision	<ul style="list-style-type: none"> Participate in regular 1:1 catchups with the A2C Coordinator or Workforce Coordinator Attend peer meetings and debriefs as required.
Client Support	<ul style="list-style-type: none"> Support clients to access local services by offering practical and emotional support as agreed by the A2C Program team
Record Keeping	<ul style="list-style-type: none"> Keep records of work undertaken with clients in line with the privacy guidelines. Maintain records of time spent and work performed with the program – training will be provided.
Monitoring and evaluation	<ul style="list-style-type: none"> Participate in the independent evaluation of the program.
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.
Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with AccessHC's policies, procedures and code of conduct.

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Selection Criteria	
<p>Standard selection criteria items</p> <ul style="list-style-type: none"> Police Check – Fit2Work (and international check if applicable) NDIS Worker Screening Check COVID Vaccination Certificate Working With Children Check <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> Proficiency in Microsoft Office and relevant software applications Comfortable using phone, SMS and email communications <p>Desirable</p> <ul style="list-style-type: none"> Daytime availability for at least four hours per week depending on client and program need 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> Ability to communicate effectively, using verbal, written and telephone communication methods. Excellent listening skills helping to empower clients. Demonstrated empathy and a non-judgmental attitude to colleagues and service users at all times. Awareness of the need for professional boundaries when working with vulnerable people. Record keeping skills Time management and organisational skills Awareness of the needs of people who are socially isolated, depressed, bereaved, and who may regard accessing new groups as intimidating. Commitment to diversity and equal opportunities at work. Able to work flexibly to meet the needs of clients and the organisation. Ability to work at the client pace towards achieving client-identified goals. Ability to provide regular feedback to the Volunteer Coordinator. Demonstrated behaviours consistent with AccessHC values

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AccessHC is a Child Safe Organisation.

AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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