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| **Resource Name** | Emergency Relief Volunteer Position Description |
| **Related Documents and/or Information** | * Your organisation’s Position Description Templates * Your organisation’s Volunteer Management Policy (or similar) * Your organisation’s Code of Conduct * Your organisation’s HR Policies (most, if not all should apply to volunteers, particularly those around Police Checks, Workplace Health and Safety, complaints and feedback etc) |
| **Version 2.0** | 24 May 2018 |

**About this document**

This document is part of a suite of resources developed by Matrix to assist organisations delivering Emergency Relief services in Australia. We gratefully acknowledge the generous assistance provided by the following organisations, who provided examples of their own documents to inform the development of this set of resources.

**Community Information and Support Victoria - CISVic**

**Lutheran Community Care SA/NT**

**Using this document**

This resource is intended to provide a starting point for the development of appropriate Emergency Relief service forms, policies, procedures, processes and other documents. It is provided as a ‘white label’ template, which means that it may be customised to suit the needs of your organisation. Text in *italics and highlighted in blue* indicates customisation is required. Matrix strongly recommends that the whole document is carefully reviewed to ensure that the details are compliant with your organisation’s funding agreements, contracts, service standards and policies. We have kept formatting to a minimum, as your organisation may require specific formatting to be applied to the final document.

Your organisation’s decision making or delegation policies and procedures should be followed to ensure appropriate approvals are obtained.

It is good practice to review and update any formal documents on a regular basis. We have included a ‘document review’ field in the footer of this document for this purpose.

Please contact Matrix on (freecall) 1800 628 749 or mobct.com.au if you have any questions or problems using this resource.

*Delete this cover page after reading*

# **Emergency Relief Volunteer Position Description**

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| --- | --- |
| **Position Title** | *Emergency Relief Support Volunteer* |
| **Program** | *Emergency Relief Program (or whichever program your ER services fall under)* |
| **Hours** | *Days of the week, Hours of the day required* |
| **Duration** | *Ongoing Volunteer Position* |
| **Location** | *Location(s) required* |
| **Accountability** | *This position reports to (insert role title)* |
| **Date** |  |

**Introduction**

*Insert standard organisation introduction and some general contextual information about the organisation and the role, for example from Lutheran Community Care:*

*Lutheran Community Care provides community services on behalf of the Lutheran Church in SA and NT through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, refugee services and Op Shops.*

*Emergency relief provides support for people in receipt of a Centrelink benefit or low income who are in immediate need. It is in the form of material goods including items from the Op Shops. Financial assistance is also available in the form of food, vouchers and part payments of electricity, utility or phone bills, together with community information and/or referrals*.

**Role Summary**

This role is to provide *reception services to people presenting at reception seeking assistance through the Emergency Relief program. The role involves greeting and helping clients understand the process required for them to access the program, including helping them fill out forms required, advising them of their eligibility for Emergency Relief and any other relevant programs and referring them to other services if we cannot assist them with their needs. The Role’s objective is to provide a welcoming, supportive and respectful Emergency Relief service for community members.*

**Role Responsibilities**

*Adapt this list as required to align with your Emergency Relief process*

* *Greet clients and provide initial assessment of their needs and eligibility for Emergency Relief*
* *Explain the Emergency Relief program and process for accessing the support services*
* *Help clients understand the Client Information Collection policies and processes and provide copies of our Privacy and Confidentiality Policy, Client Charter and other required documents*
* *Assisting clients to complete the necessary forms and information needed for their assessment*
* *Arrange interpreter services if required*
* *Providing Emergency Relief assistance in line with the Emergency Relief Guidelines*
* *Referring clients to other services if we cannot help them or if other programs will support needs that are identified during the assessment*
* *Record outcomes and complete all written and electronic forms following the Client Information and Records Management Policy*
* *Maintain Client Confidentiality at all times*
* *Adhere to all XXXX Policies and Procedures at all times*
* *Promote and adhere to Work Health and Safety guidelines. Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.*
* *Seek assistance when required*
* *Advise as soon as possible if unable to meet shift commitments*

**Knowledge, skills and experience**

* *Commitment to regular volunteer service.*
* *Intermediate computing skills, including experience using the Microsoft Suite of Programs.*
* *High skill level in written and spoken English.*
* *Ability to be non-judgemental and welcoming to people from all cultures and backgrounds.*
* *Ability to relate to volunteers and clients with care, courtesy, respect and dignity.*
* *Ability to work autonomously and in a team environment.*
* *Ability to show initiative and exercise good time management.*
* *Ability to listen well*
* *Willingness to learn about other agencies and services*

**Terms and conditions**

* *A satisfactory National Criminal History Record Check (we will arrange and pay for this)*
* *Emergency Relief Training*
* *a (insert length) probationary period*
* *Insert other conditions as needed*

**General conditions**

Volunteers at *(insert organisation name)* are essential to our ability to support our community. We recognise and respect your contribution through:

* *Providing regular Volunteer training and debriefing*
* *Ensuring a safe and respectful workplace*
* *Providing reasonable reimbursement of costs in accordance with our Volunteer Policy*
* *Insert other general conditions here*