



## Position Description

<b>Position Title:</b>	Community Support Worker – Volunteer
<b>Commitment:</b>	12 months minimum
<b>Hours:</b>	The agency currently open from 10am – 1pm Mon, Tue and Thur. However, the agency is looking to increase open hours into the future.
<b>Overview:</b>	<p>Community Information and Support Moreland (CIS Moreland) is seeking friendly and compassionate people who like helping others and wish to make a positive impact in our local community.</p> <p>CIS Moreland is a branch of Community Information and Support Victoria, an independent not-for-profit organisation. CIS Moreland provides information, support, referrals and emergency relief to people within the City of Moreland. The service is free, confidential, impartial and independent. We respect everyone's right to make their own decisions.</p>
<b>Position Purpose:</b>	<ul style="list-style-type: none"> <li>• Assist vulnerable members of the community in ways that are respectful of diverse life experiences, maintains dignity and encourages self-reliance</li> <li>• Have empathy and a non-judgemental attitude, and</li> <li>• Help people experiencing financial and or social disadvantage and hardship to become empowered and make informed choices.</li> </ul>

### Key Duties

- Assist people in crisis by providing emergency relief in the form of supermarket vouchers, fuel cards, phone cards, and other financial assistance.
- Assist people seeking information and/or support by accessing information from brochures or Internet databases
- Identify and assess client requests and needs and provide referral to appropriate agencies and assistance programs
- Advocate on behalf of clients and help them to access other assistance programs
- Provide practical administrative support as required (e.g. help with drafting letters, filling out forms)
- Follow established agency policies and procedures as required

### Obligations

- A desire to help vulnerable and disadvantaged members of our community
- Able to work effectively with people from various socio-economic levels and cultural backgrounds
- Good listening and communication skills
- Computer literacy (*preferable not compulsory*)
- Able to work well within a team environment
- Willing to undergo accredited training
- Pass a National Police Certificate and Working with Children Check
- Commitment to continue to build upon knowledge and experience by attending 4 meetings or training sessions per year.

### Essential

Community Support Workers complete the accredited CHCCS004 Community Support Workers Course and are supervised by an experienced mentor during the probationary period. The course is run one day a week over 6 weeks. The training is part of the induction process and paid for by CIS Moreland