

Volunteer Position Description	
Position title	Community Support Worker
Commitment	This role is looking for a minimum commitment of 12 months
Location	CIS Merri-bek, 512 Sydney Road, Coburg, 3058
Responsible to	Branch Coordinator
Overview	Community Information & Support Victoria (CIVIC) is the peak body for the community information and support sector. We are a not-for-profit agency providing advocacy and representation, sector development and operational support to our member agencies. CISVic delivers direct service at its Branches at CIS Glen Eira, CIS Merri-bek and CIS Yarra Ranges.

About the Role

We are seeking friendly and compassionate people who like helping others and wish to make a positive impact in our local communities.

Our Branches are part of an independent not-for-profit organisation and provide information, support, referrals and emergency relief to local residents. This includes people experiencing mental health issues, housing issues, family violence, isolation and loneliness.

This role will be to complete initial assessments and provide information, advocacy, support, referrals and emergency relief and material aid to local residents who contact us needing assistance. You will be required to work collaboratively in a non-judgemental manner, be empathetic, solution-focused, adaptable and be professional in your approach.

All our services are free and provided in a confidential, impartial and independent manner. We respect everyone's right to make their own decisions.

Key Responsibilities

- Help to provide a welcoming and supportive environment for all staff, students, volunteers and the community
- Respond to people's enquiries by phone or in person, provide assessment, support and referral to ensure that people have access to appropriate and ongoing services

- Advocate with relevant service providers to ensure that people are receiving the best possible services for their needs
- Maintain accurate client information and succinct case notes
- Engage in professional development to ensure that relevant skills and knowledge are maintained
- Work in a professional manner, maintain client confidentiality, excellent boundaries, punctuality and reliability

What we are looking for:

Essential

- Administrative and organisational skills, including familiarity with Microsoft Office Suite
- Excellent verbal and written communication skills with the ability to adapt communication skills to a diverse range of people
- Demonstrated ability to embrace diversity and treat every person with dignity, compassion and respect regardless of socio-economic status, ability, age, gender, race, religion or sexuality
- Successful applicants will be required to complete the accredited Community Support Worker Course (CHCCCS004 – Assess Co-existing Needs) or have Recognised Prior Learning in an equivalent course. The CHCCCS004 course occurs one day per week over 6 weeks at no cost to the volunteer.

Desirable

- Experience in maintaining accurate and up-to-date case notes and client records
- Experience in assessment and intervention in a community/health/welfare setting
- Experience responding appropriately to clients with high needs, challenging behaviours and those who present in crisis

Training & Other Requirements

- CISVic Volunteer Induction
- Compliance with Code of Ethics, policies and procedures
- A digital copy of valid COVID-19 certificate
- Police Check
- Working with Children Check

Ongoing professional development

Reviewed by: Executive Officer

Date: 10/10/23