

Position Description

Title	Home Start Volunteer Coordinator
Business unit	Child and Family Services, Eastern Melbourne
Location	185 Mt Dandenong Road, Croydon, and other locations as required
Employment type	Part time (45.6 hours per fortnight) Maximum term until 30 June 2021
Reports to	Manager, Child and Family Services Outer East

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Uniting Child and Family Services incorporates a range of programs aimed at supporting vulnerable families who are experiencing difficulties that impact on parenting and family life.

Home-Start is a volunteer home visiting program that works with families who are experiencing a wide range of difficulties and who have at least one child under 8 years of age. These families are offered emotional and practical support by matched volunteers who visit on a regular basis for up to 12 months.

The Home-Start Coordinator will ensure a quality driven approach to the delivery of the Home-Start program ensuring it is consistent with Uniting's vision, values, principles, policies and strategic plan. A key element of the position is volunteer recruitment, training, matching and support as well as building appropriate networks and referral pathways with other agencies and services involved in working with children and families within the Eastern region.

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2. Scope

Budget: nil

People: up to 20 volunteers

3. Relationships

Internal

- Managers and Team Leaders
- Integrated Family Services team members

External

- Volunteers and community members – Eastern Region
 - Relevant referring agencies
 - Home-Start National and Local Home-Start networks
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4. Key responsibility areas

Service delivery

- The recruitment, screening, training, support and supervision of volunteers
- The introduction of identified volunteers to families, carefully matching volunteers' skills and experience to the needs and strengths of the families
- Regular monitoring and review of each family/volunteer

Quality and risk

- Good understanding of Work, Health and Safety issues
- Experience and understanding of risk assessment & management as it relates to child safety, clients, volunteers, the organisation and our funding bodies/stakeholders

People management

- Experience in the leadership and supervision of staff and volunteers working across the Family Services, or Child Protection and welfare systems
- Demonstrated commitment to volunteer performance systems as a channel for personal development
- Commitment to the values and strategic directions of the organisation and the ability to conceptualise these within a team context

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
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5. Person specification

Qualifications

- Tertiary qualification in social work, psychology or equivalent
- Current driver's licence valid in Victoria

Experience

- Demonstrated experience and knowledge of volunteer recruitment, training and supervision in the child and family services sector
- Demonstrated leadership and/or Program co-ordination skills
- Well-developed staff/volunteer supervision skills
- A highly developed understanding of the issues facing families that impact on their ability to parent their children
- Knowledge of child development and the impact of trauma on children and young people
- A highly developed understanding of service delivery from a community development model perspective
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:**
 - Experience in the leadership and supervision of staff and volunteers working across the Family Services, or Child Protection and welfare systems
 - Demonstrated commitment to volunteer performance systems as a channel for personal development
 - Commitment to the values and strategic directions of the organisation and the ability to conceptualise these within a team context
- **Negotiating and networking skills:**
 - Demonstrated communication skills and the ability to use these skills to develop and work in partnerships within the organisation and with external agencies
 - Ability to work with a wide range of professionals including government and other service providers
 - Well-developed understanding of the interface between the community sector and the statutory sector
- **Personal attributes:**
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.

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- Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
