

INTRODUCTION

NewHope Community Care and Baptcare have established a partnership to provide housing and support to people seeking asylum so that they may live independently and be actively involved in the community.

NewHope Community Care will provide a house to Baptcare to provide housing to people seeking asylum. Sanctuary (part of the Baptcare) oversees the smooth operation of the house, providing tenancy oversight; ensuring the provision of case management and referral for residents (or liaison with agencies providing case management); and training, supervision and support to volunteers.

VOLUNTEERING IN THE HOUSES OF HOPE PROJECT

Houses of Hope Volunteers are members of the local and church community who have been recruited by Baptcare to offer supportive and practical outreach to the residents of the house, assisting them to live in their local community and learn about living in Australia. Volunteers provide social interaction with residents and address practical needs where these do not require professional services. The Local Coordinators are the key liaison point between the volunteer team, and Sanctuary staff.

ROLE PURPOSE

The Houses of Hope Support Volunteer assists residents to settle into their home and local community and to participate in community life. The long term goal of the Support Volunteer is to assist the person to become more independent, to build social networks, and to participate in their local community.

The Support volunteer will achieve these outcomes through regular visits to the home at mutually convenient times, participation in domestic, home maintenance and parenting support activities to transfer skills and knowledge to the resident, and through providing invitations and assistance to residents to participate in local community activities.

By working respectfully and in ways that support the resident's own developing skills, the Support volunteer assists residents to become more confident and knowledgeable about their local community. Support Volunteers work within clearly defined boundaries of involvement with residents and their families, always ensuring that activities are appropriate, safe, and do not pose a risk to either party.

Part A: Organisation

Baptcare's Vision, Mission and Values

Baptcare's Vision: Communities where every person is cherished

Baptcare's Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances

Baptcare's values:

- Wellbeing
- Ethics
- Co-creating
- Accountability
- Respect
- Effectiveness

Part B: Position specifications

Relationships	
Division:	Mission and Corporate Development
Reports to:	Local Coordinator, or Caseworker Houses of Hope
Internal:	Houses of Hope residents; Sanctuary staff team and other volunteers; Church leaders and members of the church community
External:	Community organisations

ROLE OVERVIEW
<ul style="list-style-type: none"> Relationship Establish a supportive relationship with the resident household, being available to meet 1:1 as required. At all times respect the residents' rights to privacy and observe appropriate boundaries in visiting the property. Support Assist in identifying and responding to residents' needs for information, emotional and practical support (home management, socialisation, parenting and home maintenance), within the boundaries defined by the program. Community participation Provide information to residents regarding local community activities and services, and encouragement and assistance to residents to become involved. Communication and reporting Where concerns exist, discuss the issues confidentially with Local Coordinator and Caseworker. Participate in data collection to maintain a simple record of contacts and volunteer hours contributed.

KEY RESPONSIBILITIES – ALL VOLUNTEERS
<ol style="list-style-type: none"> Attend the house at times mutually agreed with the household. Build a trusting relationship with the resident, listening and offering simple emotional support Respect residents' rights to privacy and confidentiality, ensuring that any verbal or written information about residents obtained is kept strictly within the program. Maintain the volunteer's own privacy by keeping personal contact information confidential Maintain regular contact with the Local Coordinator and communicate frequently if any difficulties/concerns are experienced. Do not exceed the boundaries of the position through e.g. performing unauthorized duties, providing services to residents outside of approved hours or programs, or offering advice or making recommendations that the volunteer is not qualified to provide. If in doubt about your role in a particular situation, seek advice from the Local Co-ordinator. Participate as able in training and in periodic volunteer meetings

8. Assist in identifying unmet needs (e.g. for counselling), and referring these to the caseworker.
9. In consultation with Local Coordinator and caseworkers, advocate for the resident to assist his or her needs to be understood by other service providers.
10. Support the efficient operation of the House through adherence as requested to simple administrative procedures, including maintenance of an accurate record of contact with residents
11. Avoid situations and discourage activities that could pose significant safety risks to any person, including residents and volunteers
12. Monitor residents' wellbeing, notifying the Local Coordinator or Caseworker where concerns are held.

DUTIES SELECTION - SUPPORT VOLUNTEER – undertake as appropriate

Orientation	<ul style="list-style-type: none"> Assist the resident to learn about local services by providing information, explaining and assisting him or her to make enquiries
Social connections	<ul style="list-style-type: none"> Encourage the resident to connect with others and establish friendships Explore the resident's needs and interests, identifying appropriate pathways for community participation Facilitate the resident's participation in church or local community activities, including accompanying the person to introduce them and support their initial participation
Living Skills	<ul style="list-style-type: none"> As appropriate, offer information and advice about domestic activities that will help the resident to settle into the home.
Language	<ul style="list-style-type: none"> Provide opportunities for the resident to practice English language and other skills that will assist integration into the local community
Transport	<ul style="list-style-type: none"> Accompany the resident to teach use of public transport As agreed, use own vehicle to drive the resident to venues or appointments
Parenting support	<ul style="list-style-type: none"> Support the person through explanation and modelling, to learn about child-safe parenting approaches applicable in Australia Assist in identifying parenting needs and liaise with Local Coordinator to initiate referrals for resources and support
Recreation	<ul style="list-style-type: none"> Encourage the resident to utilize opportunities to participate in local activities and to have fun.
Maintenance	<ul style="list-style-type: none"> Liaise with the Local Coordinator to determine most appropriate method to address home maintenance and improvement tasks Where tradespeople's skills are not required, liaise with residents to complete tasks, providing opportunities for participation where appropriate
Gardening	<ul style="list-style-type: none"> Provide maintenance and upkeep of garden and lawns, providing opportunities for resident participation where appropriate

Child Care	<ul style="list-style-type: none"> Be present with supervising parent to assist with care, safety and development of children so that the parent is able to attend to other tasks. In arrangements approved in advance by the local coordinator or caseworker, provide brief assistance in childcare in the absence of the parent.
Work Readiness	<ul style="list-style-type: none"> In consultation with Sanctuary's Employment Service, provide 'Employment Advisor' support to residents, including resume development, job applications, interview skills.

Part C: Person specification

Attributes, aptitudes and Competencies	
Essential:	<p>Role Specific:</p> <ul style="list-style-type: none"> Strong interpersonal communication skills Knowledge and experience in the local community Partnership approach: Ability to engage and partner with residents and to empower them to participate Understanding of and flexibility regarding the issues faced by people seeking asylum. <p>General:</p> <ul style="list-style-type: none"> Passion for volunteering Ability to listen well and to communicate in a friendly, open, empathetic manner Cultural awareness and sensitivity Acceptance of and respect for a person's lifestyle and choices Ability to work as part of a team Willingness to learn, and share knowledge with others. Reliability and punctuality Ability to travel independently to Sanctuary housing sites. Willingness to accept and seek feedback.

Other	
Essential	Current Victorian Driver's Licence (position dependent) Working with Children Check (position dependent) Satisfactory Police Check
Probation, Supervision and Review	Regular informal supervision and support are provided by the Local Coordinator or Caseworker. Periodic supervision and support are available from the Sanctuary Volunteer Coordinator.

DECLARATION	
Essential	My position description has been explained in detail and I understand and accept the accountabilities and tasks as outlined.

Position description:

Sanctuary Volunteer

Houses of Hope Support Volunteer

Volunteer

Name:

Signature:

Date: / /