



bestchance is the operating name of Child & Family Care Network Inc.

Role Description – Parent and Community Support (PACS) In-Home Volunteer

Role details	
Role title:	Parent and Community Support in-Home Volunteer
Reports to:	Parent and Community Support Team Manager
Location:	Family's homes within the City of Monash
Program:	Parent and Community Support

bestchance Context
<p>bestchance Child Family Care is an independent, not-for-profit, community organisation. Administrative offices and some programs are located in Glen Waverley.</p> <p>Other bestchance programs are delivered in various locations across south east/eastern suburbs of Melbourne. The Parent and Community Support program delivers support to families in various suburbs of the city of Monash.</p> <p>bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services</p> <p>Refer to www.bestchance.org.au for further information about bestchance Child Family Care. bestchance is an equal opportunity employer and has a smoke free environment in buildings and motor vehicles</p>

Aims of the role
To support and assist vulnerable families with young children by building a relationship with family members and providing practical and emotional support.

Responsibilities
<p>Responsibilities in relation to:</p> <p>Families and Children:- Home Visits to the family:</p> <ul style="list-style-type: none"> visit family weekly at an agreed day and time (commitment is 3-4 hours per week, for approximately 12 months) advise prior notice to family if unable to visit notify Team Manager or Early Parenting Facilitator if unable to visit for more than 2 weeks <p>Assist with tasks relating to care of infants/children as identified by parents but not limited to:</p> <ul style="list-style-type: none"> assist with feeding, nappy changing and settling Assist with related activities such as washing baby's bottles, making formula and preparing children's snacks/lunch Engage young children in a range of developmentally appropriate play experiences <p>Provide support to the parent:</p> <ul style="list-style-type: none"> Companionship, listening and being supportive during home visits Model appropriate interaction with children

- Assist parent to connect with the local community activities
- Attend appointments with the parent

Parent and Community Team Manager

- Attend training sessions approximately 4 times per year
- Discuss any concerns about the family with the Team Manager or Early Parenting Facilitator as soon as possible
- Commitment to maintaining open communication with the Team Manager and Early Parenting Facilitator
- Complete and send in the monthly contact form

Staff

Work as a member of a cooperative and professional team:

- Record monthly hours and send to the Team Manager at end of the month
- Work safely in the workplace being mindful of OHS practices and procedures
- Ensure correct safety procedures are followed, including when lifting
- Accurately and promptly communicate all messages and report all issues to the Team Manager or Early Parenting Facilitator, or to **bestchance**

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- Ensure interactions with children and families reflect the Service Philosophy
- Maintain confidentiality on all issues relating to families and comply with **bestchance** Privacy and Confidentiality Procedure
- Work in a cooperative and respectful manner with other **bestchance** staff, ensuring open communication
- All day to day issues/concerns to be communicated with the Team Manager
- If an issue is not able to be resolved, or for any other queries about the organisation contact the Volunteers Coordinator

Qualifications, skills, experience and attributes

- A current Working With Children Check or prepared to complete one
- Attendance at **bestchance** induction session
- Mature age with experience in the care of infants and children
- Understanding of children’s development and behaviour
- Safety awareness in the home
- Ability to communicate effectively with children and adults
- Caring, empathetic nature, with a special interest in families
- Ability to follow direction, and work according to the philosophy and values of the family
- Respect diversity, specific cultural values, and parenting styles
- Able to commit to weekly visits to the family for a few hours a week