

ROLE DESCRIPTION VOLUNTEER COMMUNITY SUPPORT

Role details	
Role title:	bestchance Community Support Volunteer
Reports to:	Team Manager, Family Support Program
Location:	bestchance, Ferntree Gully Road Glen Waverley
Program:	bestchance Community Support

Organisation Context
<p>bestchance Child Family Care is an independent, not-for-profit, community organisation offering services in south eastern, eastern and western areas of Melbourne, with offices located in Glen Waverley, Bayswater and Pakenham. 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 at the one complex.</p> <p>bestchance has zero tolerance of child abuse, and as such all staff are required to report to the up-line manager all instances of alleged or disclosed child abuse.</p> <p>The range of programs delivered include Family Day Care, Kindergarten, Family Support, Volunteers, Training and Cheshire, an independent, primary school for children with social, emotional and learning difficulties. These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred. bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.</p> <p>Refer bestchance.org.au for further information about bestchance Child Family Care and bestchance Training. bestchance is a child safe and equal opportunity employer, and all work places are smoke free environments</p>

Child Safe Standards

bestchance confirms the commitment of all bestchance employees, volunteers, Family Day Care Educators and contractors to ensure a safe environment for all children:-

- bestchance is committed to the safety and wellbeing of all children;
- bestchance has a zero tolerance of child abuse;
- we support children’s right to safety; and
- will act without hesitation to ensure a child safe environment is maintained.

It is **mandatory** for any Teachers registered to teach or who have permission to teach pursuant to the Education and Training Reform Act 2006 (Vic), Principals of government and non-government schools, registered medical practitioners, nurses and all members of the police force to report physical and/or sexual abuse against children. Any adult is mandated to report sexual offences against a child under the age of 16. It is a criminal offence for all adults who fail to disclose child sexual abuse to police. The new offence (27/10/2014) applies to all adults, not just those mandated to report.

All bestchance employees, volunteers, Family Day Care Educators and contractors must abide by the following:-

- Child Safe Policy and Procedure
- Child Safety Code of Conduct
- Child Protection Policy
- Reportable Conduct Scheme Policy (where required)

Aims of the role

To provide unpaid support and assistance within the Community Support program

Responsibilities

Responsibilities in relation to:-

Key Tasks:

- Sort and organise donated items in the recycle room
- Assist with fundraising activities e.g. Lions Op-shop
- Sewing projects for bestchance kindergartens and Childcare e.g. making children’s library bags, art smocks, cushions etc.
- Sort and organise items for the annual Wishing Tree project

Staff/volunteers:

- Work as a member of a cooperative and professional team
- Work safely in the workplace being mindful of OHS practices and procedures

- Ensure correct safety procedures are followed, including when lifting heavy objects
- Accurately and promptly communicate all messages and report all issues to the Family Support Program Team Manager or to bestchance

bestchance:

- Maintain confidentiality awareness and comply with bestchance Privacy and Confidentiality Procedure
- Work in a cooperative and respectful manner with other bestchance staff, ensuring open communication on issues pertaining to Community Support program
- All day to day issues/concerns to be communicated with the Family Support Program 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 and attributes

- A current Working with Children Check
- Completion of bestchance induction session
- Be able to work under direction of a supervisor and work according to the philosophy of the program
- Maintain confidentiality
- Ability to work as part of a team
- Patient, flexible, non-judgemental
- Ability to take on a variety of tasks
- Commitment of 2 hours minimum per week on an allocated day

bestchance People Principles

All staff, contractors and volunteers, and students on placement are required to adopt the following minimum standards in their work practices:

- behave honestly and with integrity
- treat people with dignity and respect
- work in a holistic and collaborative manner
- respect authority and the law and act accordingly
- use the resources of **bestchance** responsibly and in the best interests of the organisation and its' reputation
- be responsible for their actions and accountable for their consequences
- uphold the People Principles/Code of Conduct and the Child Safety Code of Conduct