

## ROLE DESCRIPTION VOLUNTEER IN-HOME SUPPORT

Role details	
<b>Role title:</b>	bestchance Family Support Services In Home Volunteer
<b>Reports to:</b>	In Home Coordinator, Family Support Services Program
<b>Location:</b>	bestchance, Ferntree Gully Road Glen Waverley
<b>Program:</b>	bestchance Family Support Services Program

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.</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 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>

Refer [bestchance.org.au](http://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

### 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 support and assist vulnerable families with young children by building a relationship with family members and providing practical and emotional support.

### Responsibilities

**Unpaid responsibilities in relation to:**

**Families and Children:-**

Home Visits to the family:

- Commitment of 3-4 hours per week, for up to twelve months
- Flexible hours/days (Mon – Fri 9am-5pm)

- advise prior notice to family if unable to visit
- notify Team Manager or In Home Coordinator if unable to visit for more than 2 weeks

Assist with tasks relating to care of infants/children as identified by parents but not limited to:

- 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

Provide support to the parent:

- 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

Family Support Services Team Manager / In Home Coordinator

- Attend training sessions approximately 4 times per year
- Discuss any concerns about the family with the Team Manager or In Home Coordinator as soon as possible
- Commitment to maintaining open communication with the Team Manager and In Home Coordinator
- Complete and send in the monthly contact form
- 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
- Accurately and promptly communicate all messages and report all issues to the Team Manager or In Home Coordinator, or to bestchance

**bestchance:-**

- 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 or In Home Coordinator
- If an issue is not able to be resolved, or for any other queries about the organisation contact the Family Support Services Team Manager

#### **Qualifications, skills and attributes**

- A current Working with Children Check
- Completed Police Check
- Completion of bestchance induction session
- Experience in the care of infants and children
- Have an interest in families and working with children and adults
- Be able to work under direction of a supervisor and work according to the philosophy of the program
- Maintain confidentiality
- Be patient, flexible, non-judgemental with respect for diversity and different cultural and parenting styles
- Follow safe and healthy procedures in and around the home
- Able to commit to weekly visits to the family for a few hours a week

#### **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