



CatholicCare Tasmania Home and Housed Program Volunteer

Program:	CatholicCare Tasmania Home and Housed Program
Location:	North West, Tasmania
Reports To:	
Approved by:	Sarah Strugnell
Version:	January 2021
Award:	Volunteer
Classification:	N/A
Full Time Equivalent:	N/A Volunteer
Clearances Required	Working with Vulnerable People registration (Tasmania) National Police Criminal History Check Current drivers licence.

CatholicCare Tasmania is the primary social services agency of the Catholic Church across Tasmania. We have 60 years' experience delivering a wide range of services and support to improve individual, family and community wellbeing. Our services are available open to all with a particular focus on families, young people and children.

Our Mission

CatholicCare engages to further the healing and saving mission of Jesus Christ in the world by conducting works that enable healing of the whole human person. We seek to enhance the human life of people by offering the full Christian vision for human life. CatholicCare seeks to foster a love for the poor and the vulnerable, a spirit of humble service, of mercy and compassion for all.

Our Values

Our values are informed by Catholic Social Teaching which provides a rich treasure of wisdom about building a just society and living our lives amidst the challenges of modern society:

- Respect for the life and dignity of every human person as created by God.
- Promotion of the family as the fundamental cell of society.
- Compassion and service.
- Mercy, the love of self and love of neighbor.
- Solidarity and fraternity in pursuit of the Common Good.
- Preference for the poor and the vulnerable.
- The dignity of work and the rights of the worker.
- Stewardship and care for God's Creation.
- Honesty, integrity and faithfulness.

Position Context

CatholicCare's Home and Housed Program supports older people, who are at risk of becoming homeless or are experiencing homelessness, to remain in the community through accessing appropriate, sustainable and affordable housing and linking them to community care and support.

Aims of the Volunteer Role

- Provide assistance to the Home and Housed case worker by building healthy and supportive working relationships with clients and maintaining regular connections.
- To connect with people in the Home and Housed program who could benefit from additional social support whilst experiencing housing need.
- To assist with improving general well-being for clients experiencing housing issues.

Responsibilities & Tasks

- Provide social interaction and meaningful connection through contactless methods (e.g. phone call, text message, letter) as arranged by the Caseworker and agreed upon by both client and volunteer.
- Support for our case workers when they visit clients at the home.
- Assist with facilitating activities.
- Transport provision for clients to support them to attend appointments with service providers if applicable.
- Work safely in the workplace in regards to WHS policies and procedures, take reasonable care for your own health and safety and not to adversely affect the health and safety of others.
- Report any client requests for support or advice to the caseworker in a timely manner and highlight any wellbeing or safety concerns as a matter of urgency.
- Adhere to all CatholicCare Tasmania privacy and confidentiality policies and procedures.
- Work in a cooperative and respectful manner, ensuring open communication, consistent with CatholicCare Tasmania Code of Conduct Policy.

Skills and Experience

- Ability to work collaboratively with others to foster a warm and welcoming experience for the people we serve.
- Be reliable and punctual to ensure the consistent delivery of service.
- Be able to easily work independently.
- Strong people, communication and listening skills.
- Willingness to assist and have empathy for the needs of others within the community.
- Experienced and comfortable with working with children/families.
- Ability to keep all information confidential.

Qualities

- Empathetic, caring, flexible, patient and non-judgmental.
- Enthusiastic, confident and friendly.
- Willingness to work under supervision and direction.
- Tactful, sensitive and a sense of fun.
- Have a positive attitude.
- Punctual and reliable.
- Have regard for the principles of inclusion and respect.

Benefits of Volunteering with CatholicCare

- *Gain confidence.* Volunteering can help you gain confidence by giving you the chance to try something new and build a real sense of achievement.
- *Make a difference.* Volunteering can have a real and valuable positive affect on people, communities and society in general.
- *Meet people.* Volunteering can help you meet different kinds of people and make new friends.
- *Be part of a community.* Volunteering can help you feel part of something outside your friends and family.
- *Learn new skills.* Volunteering can help you learn new skills, gain experience and sometimes even qualifications.
- *Take on a challenge.* Through volunteering you can challenge yourself to try something different, achieve personal goals, practice using your skills and discover hidden talents.
- *Have fun!* Most volunteers have a great time, regardless of why they do it.

CatholicCare Tasmania is a Child Safe Organisation

CatholicCare Tasmania is accredited by the Australian Childhood Foundation as a Safeguarding Children organisation. CatholicCare is committed to safeguarding children and young persons in all programs, activities and recruitment.

In its delivery of services to vulnerable persons, CatholicCare Tasmania requires the highest level of constitute arguably, the most vulnerable group of all. Developing an organisational culture of respect and integrity will generate improvements in CatholicCare workers' (employee and volunteer) ability to safeguard children in their care.

CatholicCare has an absolute commitment to the protection of children and young persons from all forms of abuse and neglect. CatholicCare expects all workers, regardless of their organisational role or responsibility, to act to safeguard children from such harm by:

- Adopting the practices in the Behaviour Guidelines that are the standard when carrying out their duties.
- Reporting any instances of abuse or neglect of which they become aware to management and/or external authorities responsible for child protection or to the police, regardless of whether that abuse is being perpetrated by workers/personnel within the CatholicCare organisation, or by persons external to the organisation including those from the child's family, extended family, family networks or strangers.

Adherence to CatholicCare Tasmania's Safeguarding Children Principles and Children's Policy are mandatory for each worker and are issued to each worker at commencement.

All workers must be committed to upholding the guidelines and policy to ensure that unsafe practices in these areas are minimised if not eliminated.

Failure to observe and uphold these guidelines and policy will be viewed as misconduct, and appropriate disciplinary action will be taken. Such disciplinary action may, depending on the seriousness of the misconduct, include suspension and/or dismissal or withdrawal of volunteering agreements. In addition to any internal disciplinary proceedings, any instances in which a breach of the law has or may have occurred, will be reported to the police.

Risk and Work Health & Safety

The Archdiocese is committed to ensuring that our operations at all Agencies are conducted with proper regard for health, safety and wellbeing of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

You must promote and implement work health and safety and risk mitigation processes within your own workgroup. Identify, report and where appropriate action risks/hazards in order to eliminate or mitigate against the risk occurring.

The Archdiocese of Hobart expect all employees to participate in and contribute to Work Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

Essential Requirements	
Qualification requirements	N/A
National Police Criminal History Check	Satisfactory police check to be completed on a 3-yearly basis from commencement. Crimes involving violence, aggression, drugs, fraud, dishonesty, and excessive motor vehicle related offences would be cause for discontinuation of volunteering.
Working with Vulnerable People registration	Must maintain current and valid Working with Vulnerable People registration; and must carry evidence of this at all times.
Drivers Licence	Maintaining a current drivers licence is not a requirement of this role.