

Volunteer Role Description

We hope that all North Richmond Community Health (NRCH) volunteers will help us work towards improving the health of our community through a shared vision and values.

NRCH Mission:

Building healthy communities by making healthcare more accessible and culturally relevant

NRCH Vision:

Healthcare that builds community

NRCH Values:

Innovation, embracing diversity, equity of access, organizational learning, respect for others, openness, connectedness with our community

Volunteer Role Title	NRCH support volunteer
Reports to: (position and name)	Chantelle Bazerghi, Manager Healthy Communities And supported by Laura O'Shea, Manager Community Empowerment and Development
Hours: (day, shift duration, frequency)	Weekly. 9:30am to 3pm ideally. Day and times to be negotiated with successful candidates.
Location:	North Richmond Community Health 23 Lennox Street, Richmond and 110 Elizabeth Street Richmond
Purpose of the role:	Your role will contribute to the NRCH Strategic Objectives, specifically by: <ul style="list-style-type: none"> 1. Contributing to a welcoming and inclusive environment for all visitors to the Centre and Community Hub 2. Supporting engagement of our community to access services and resources for health and well-being. 3. Connecting directly with community members to encourage participation in activities at the Community Hub. 4. Building community and individual trust in our organisation.

<p>Duties:</p>	<p>Your role will include:</p> <ol style="list-style-type: none"> 1. Greeting visitors to NRCH and the Community Hub and promoting a friendly inclusive environment. 2. Providing directions and information for visitors. 3. Monitoring health and wellbeing of visitors and escalating supports when appropriate. 4. Participating in NRCH events and campaigns, that may include venue set up, pack down, food preparation and service, collating and distributing information packs etc. 5. Providing administration support to the Healthy Communities Team 6. Assisting with surveys, and helping clients to provide feedback 7. Assisting with setting up, participating in, facilitating, and pack down of activities and events. 8. Engaging with community members who attend activities, and supporting them with further assistance and linkages to appropriate staff who can support referrals. 9. Promoting our services and activities to community members.
<p>Selection Criteria - Essential</p>	<ul style="list-style-type: none"> • Demonstrated ability to work and engage with local, diverse communities. • Good communication skills. • Ability to manage difficult conversations sensitively and calmly (for example with a person who may be highly anxious, stressed, agitated). • Ability to work collaboratively within a team. • Reliable. • Flexibility to adapt to changing needs of our program and community members. • Friendly, calm, inclusive and respectful of all. • Ability to use the Microsoft Office suite of programs, particularly Word, Outlook and Excel. • Willingness to complete a Mental Health First Aid course within 6 months of commencement (free training provided). • Completion of the online DoFoodSafely course as part of your online learning. Link here: https://dofoodsafely.health.vic.gov.au

<p>Selection Criteria - Desirable</p>	<ul style="list-style-type: none"> • Qualifications or equivalent experience in Public Health, Health Promotion, Allied Health, or psychology, social work, counselling. • Health/Promotion or similar. • Experience in or familiarity with Community Health Centres • Customer service experience • Speak language/s in addition to English.
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Conditions of appointment:

- Clear National Police Check
- Current Working with Children Check
- When required, clear International Police Check
- Commitment to comply with NRCH policies and procedures, Code of Conduct
- Evidence of COVID-19 Vaccination status – minimum 3 doses

This is a volunteer role and does not mean the successful candidate will be offered a paid position.

I have read and agree to undertake the duties and conditions of this volunteer role description.

Print Name:

Signature:

Date: