



# WIS Volunteer Position Description

Direct or Indirect Service Provision

<b>Volunteer</b>	Surname	Given Name	Preferred Name
<b>Date of Birth</b>	/ /	Referral source	
<b>Manager/ Coordinator</b>	Women’s Information Service Coordinator	Supervisor	Women’s Information Service Coordinator
<b>DCSI Division</b>	Office For Women		
<b>Business Unit</b>	Women’s Information Service (WIS)		
<b>Location</b>	Women’s Information Service and the Family/Federal Circuit Court		
<b>Restrictions (if any)</b>	None		

<b>Task Title</b>	WIS Family Court Support Volunteer
<b>Task Description</b>	<ul style="list-style-type: none"> <li>• Accompany women to hearings, mediations or family conferences in the Family and Federal Circuit Courts.</li> <li>• Provide general information about the court layout and processes.</li> <li>• Follow procedures and utilise good communication with WIS staff.</li> <li>• Maintain a high level of personal safety and confidentiality.</li> <li>• Communicate with the Volunteer Coordinator prior to, and after the court booking.</li> <li>• Actively participate in training and development opportunities as required.</li> <li>• Refer women to WIS for information and referral about any further issues they may have identified.</li> <li>• Complete Volunteer Reimbursement Sheets as required.</li> </ul>
<b>Compliance/ Accountability Requirements</b>	<ul style="list-style-type: none"> <li>• Volunteers are accountable to the WIS Coordinator, the Program Coordinator and/or designated staff members.</li> </ul>
<b>Qualifications, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• High-level communication skills.</li> <li>• Willingness to work in women centred environment.</li> <li>• Ability to work both autonomously and as part of a team.</li> <li>• Ability to communicate with women from a wide range of cultural backgrounds whilst maintaining confidentiality and a non-judgemental manner.</li> <li>• A knowledge, understanding and commitment to confidentiality and information sharing guidelines as described in the <a href="#">DCSI Appendix to the ISG</a> - 4.1 Confidential Information and 9.1 Volunteers</li> <li>• Ability to work one on one with women, build a rapport and maintain professional boundaries.</li> <li>• Willingness to undertake the FCS training program.</li> </ul>
<b>Time Commitment</b>	<ul style="list-style-type: none"> <li>• Volunteers are required to complete Women’s Information Service volunteer 6</li> </ul>



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	<p>session training program and 2 mentor shifts prior to being designated volunteer shifts</p> <ul style="list-style-type: none"> <li>• Attendance to Court can be sporadic and vary in length depending on the case. Volunteer attendance will depend on availability when bookings are received.</li> <li>• Volunteers are expected to attend a minimum of one Court session per calendar year.</li> <li>• Attend FCS meetings as scheduled.</li> <li>• Be available for ongoing training as required.</li> </ul>
<b>Mandatory Screening Requirements</b>	<ul style="list-style-type: none"> <li>• Prior to an offer of a volunteer position being made, candidates must agree to undergo a Department of Communities and Social Inclusion Vulnerable person-related employment screening.</li> <li>• The cost of the screening will be covered by WIS.</li> </ul>
<b>Training/Guidance Required</b>	<ul style="list-style-type: none"> <li>• Attend the WIS comprehensive training program.</li> <li>• Minimum of one 'buddy' shift with an experience volunteer.</li> <li>• Ongoing supportive work environment in a women centred program</li> <li>• Be available for ongoing training as required</li> </ul>
<b>Other: reimbursement arrangements, dress code, special conditions</b>	<ul style="list-style-type: none"> <li>• Volunteers are entitled to claim reimbursement for phone calls and all reasonable expenses including; <ul style="list-style-type: none"> <li>○ The cost of a public transport day trip ticket</li> <li>○ Phone calls at a charge of 50c per call</li> <li>○ meals/beverages where they are required to attend Family Court matters that traverse the usual lunch time meal. (<i>Receipts must be provided with the Volunteer Reimbursement Sheet</i>).</li> </ul> </li> <li>• Volunteers are expected to wear clothing that is suitable for court.</li> </ul>

<b>Volunteer</b>	Signature: _____	Date / / _____
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<b>WIS Coordinator</b>	Signature: _____	Date / / _____
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