



WIS Children's Centre Volunteer Role Description

Volunteer	Surname	Given Name	Preferred Name
Volunteer Commencement date	/ /	Site Supervisor	Children's Centre Community Development Coordinator (CDC)
Manager/Coordinator	Women's Information Service Coordinator	WIS Supervisor	Volunteer Coordinator
DHS Division	Office for Women		
Business Unit	Women's Information Service (WIS)		
Location	101 Grenfell St Adelaide SA 5000		

Task Title	WIS Children's Centre Volunteer
Task Description	<ul style="list-style-type: none"> • Located at a specific children's centre, work with children's centre and WIS team to provide comprehensive, accurate and up to-date • Contribute to developing and maintaining information/resources by: <ul style="list-style-type: none"> ○ Noting and/or obtaining any new or updated information ○ Maintain an information/issue portfolio • Join or facilitate a program to connect with women in the centre • Assist with general office duties as required, eg filing, photocopying • Respond to clients in a manner that is sensitive and appropriate to the needs of women from a diverse range of cultural backgrounds and life-style preferences • Keep up to date with current issues and developments in the women's sector by maintaining an awareness and interest in in-coming information • Participate in staff development programs • Attend volunteer meetings as scheduled • Contribute to the recording of accurate daily statistics.
Compliance/Accountability Requirements	<ul style="list-style-type: none"> • Volunteers are accountable to the WIS Coordinator, Volunteer Coordinator and/or Children's Centre CDC • Join the designated Facebook group and maintain contact with WIS as required.
Tasks not to be undertaken by Volunteers	<ul style="list-style-type: none"> • In an emergency and in line with WIS procedures, the volunteer will assist as directed by the WIS Coordinator and/or Children's Centre staff members, but not take a lead role.
Qualifications, Skills and Experience	<ul style="list-style-type: none"> • A high level of negotiation, written and verbal communication skills. • Ability to relate well to women from a range of backgrounds and life experiences. • Ability to be flexible and to work both autonomously and as part of a team • Ability to handle highly sensitive enquiries objectively and professionally. • Knowledge, understanding and commitment to confidentiality and information sharing guidelines as described in the DHS Appendix to the ISG - 4.1 Confidential Information and 9.1 Volunteers • An understanding of the position of women in today's society, ie the social, cultural, economic and personal issues affecting women in their daily lives. • Basic computer skills, including effective navigation of the Internet. • Willingness to learn and undertake the WIS Volunteer training program.

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DHS Expectations and Values: (Organisational Contribution)	<ul style="list-style-type: none"> • Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within the DHS. • Follow the principles of a sustainable working environment by following departmental greening initiatives. • Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees and DHS stated values. • Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department. • Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.
Time Commitment	<ul style="list-style-type: none"> • Volunteers are required to complete Women's Information Service volunteer training program and 2 mentor shifts prior to being designated volunteer shifts • Volunteers are required to attend at least one four-hour shift per week unless an alternative has been negotiated with the Shopfront Coordinator. • Volunteers are expected to be punctual and to attend shifts as per the WIS roster and communicate with staff as soon as practical if they are going to be late or will be unable to attend their shift.
Mandatory Screening Requirements	<ul style="list-style-type: none"> • Prior to an offer of a volunteer position being made, candidates must: <ul style="list-style-type: none"> ○ Provide a current National Police Check ○ Agree to undergo a Department of Human Services Vulnerable Person Related Employment and/or Working with Children screening check.
Training & Guidance Required	<ul style="list-style-type: none"> • Comprehensive training will be provided. • A minimum of two Mentored shifts with experienced WIS worker or volunteer. • Ongoing supportive work environment.
Reimbursement arrangements	<ul style="list-style-type: none"> • Volunteers are entitled to claim for reimbursement equal to the cost of a public transport day trip ticket.

Volunteer	Name	Signature:	Date / /
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WIS Coordinator	Name	Signature:	Date / /
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Version details	Date Created 30 / 11 / 2021	Review Date 30 / 11 / 2023
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