



# WIS Family Court Support (FCS) Volunteer Role Description

<b>Volunteer</b>	Surname	Given Name	Preferred Name
<b>Volunteer Commencement date</b>	/ /	Site Supervisor	N/A
<b>Manager/ Coordinator</b>	Women's Information Service Coordinator	WIS Supervisor	Volunteer Coordinator
<b>DHS Division</b>	Office for Women		
<b>Business Unit</b>	Women's Information Service (WIS)		
<b>Location</b>	101 Grenfell St Adelaide SA & Roma Mitchell Commonwealth Law Courts Building, 3 Angas St, Adelaide		

<b>Task Title</b>	<b>WIS Family Court Support Volunteer</b>
<b>Task Description</b>	<ul style="list-style-type: none"> <li>• Accompany women to hearings, mediations, or family conferences in the Federal Circuit and Family Court of Australia</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> <li>• Attend volunteer meetings and events as scheduled.</li> </ul>
<b>Compliance/ Accountability Requirements</b>	<ul style="list-style-type: none"> <li>• Volunteers are accountable to the WIS Coordinator, Volunteer Coordinator, Shopfront Coordinator and/or designated staff members responsible for specific programs</li> <li>• Volunteers will communicate with staff as soon as practical if they are going to be late or will be unable to attend their shift</li> <li>• Volunteers are expected to wear clothing that is suitable for court.</li> </ul>
<b>Tasks not to be undertaken by Volunteers</b>	<ul style="list-style-type: none"> <li>• Will not exchange personal contact details with clients</li> <li>• Will not leave the Courthouse with the client</li> <li>• Will not escort or provide transport to the client.</li> </ul>
<b>Qualifications, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• A high level of verbal communication skills</li> <li>• Ability to communicate well with women from a wide range of cultural backgrounds whilst maintaining confidentiality and a non-judgemental manner</li> <li>• Ability to be flexible and to work both autonomously and as part of a team</li> <li>• Ability to work one on one with women, build a rapport and maintain professional boundaries</li> <li>• 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</li> <li>• 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.</li> <li>• Willingness to learn and undertake the FCS Volunteer training program.</li> </ul>

## WIS Family Court Support Volunteer Position Description

<b>DHS Expectations and Values: (Organisational Contribution)</b>	<ul style="list-style-type: none"> <li>• Understand and follow workplace safety initiatives, identify hazards, contribute to a safe working environment and follow procedures to manage and minimise risks within the DHS</li> <li>• Follow the principles of a sustainable working environment by following departmental greening initiatives</li> <li>• Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees and DHS stated values</li> <li>• 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</li> <li>• 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.</li> </ul>
<b>Time Commitment</b>	<ul style="list-style-type: none"> <li>• Volunteers are required to complete Women’s Information Service volunteer training program</li> <li>• Minimum of one ‘buddy’ shift with an experience volunteer</li> <li>• Attendance to Court can be sporadic and vary in length depending on the case</li> <li>• 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> <li>•</li> </ul>
<b>Mandatory Screening Requirements</b>	<p>Prior to an offer of a volunteer position being made, candidates must:</p> <ul style="list-style-type: none"> <li>• Provide a current National Police Check</li> <li>• Agree to undergo a Department of Human Services Vulnerable Person Related Employment and/or Working with Children screening check.</li> </ul>
<b>Training &amp; Guidance Required</b>	<ul style="list-style-type: none"> <li>• Comprehensive training will be provided</li> <li>• A minimum of two Mentored shifts with experienced WIS worker or volunteer</li> <li>• Ongoing supportive work environment.</li> </ul>
<b>Reimbursement arrangements</b>	<p>Volunteers are entitled to claim for reimbursement:</p> <ul style="list-style-type: none"> <li>• equal to 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>

<b>Volunteer</b>	Name	Signature:	Date / /
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<b>Volunteer Coordinator</b>	Name	Signature:	Date / /
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<b>Version details</b>	Date Created 30 / 11 / 2021	Review Date 30 / 11 / 2023
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