



ANCHOR INCORPORATED

Our community.
Your **Anchor** point.

POSITION DESCRIPTION

Out of Home Care Transport and Carer Support Volunteer

1. KEY POSITION OBJECTIVES

Anchor works with children, young people, families and individuals in Melbourne's outer east. For more than 40 years, we have supported thousands of people within our community to get back on track and helped them to thrive. This volunteer position is within our kinship and foster care program in line with Anchor's strategic plan:

- To grow our Out of Home Care services to ensure more children and young people have a safe, nurturing home.

Our kinship and foster carers are also volunteers within the agency and open their home to children and young people in need whilst sharing their family and giving up their time to ensure they have a safe and nurturing home. This can sometimes create significant challenges that require assistance for transport and other support.

Key activities for this position include:

- Providing safe transport of children and young people in care to school, appointments and other locations.
- Provide in home support to carers assisting with supervised care of children and young people
- Assist carers with practical home help eg. Gardening and basic cleaning.

The Out of Home Care Transport and Carer Support Volunteer is required to work within the policies, procedures and philosophical framework of Anchor Inc and to adhere to the highest professional and ethical standards in the performance of duties and responsibilities associated with the position.

2. RELATIONSHIPS

Reports to: Team Leader and/or Mentor Case Manager

Supervises: N/A

Liaises with: Other agency staff
Relevant government and community agencies
Other agency stakeholders

Date of Last Review: March 2018

3. AREAS OF ACCOUNTABILITY

3.1 Service Delivery/Position Specific Systems and Processes – all or as opted by Volunteer

- Providing safe transport of children and young people in care to school, appointments and other locations. Anchor fleet vehicles will be used for transporting children and young people.
- Provide in home support to carers assisting with supervised care of children and young people
- Assist carers with practical home help eg. Gardening and basic cleaning.

3.2 Service Development

- Participate in relevant service networks
- Promote Anchor’s services to service users and other agencies
- Contribute to the further development of Anchor services in the region

3.3 Information Dissemination

- Provide clear and accurate information to the Case Manager/Team Leader as required with feedback or concerns for carers and children and young people in care.

3.3 Organisational

- Participate in staff meetings, professional development sessions, and staff training where agreed
- Contribute to a workplace environment which supports peers, develops teamwork and ensures the provision of quality services
- Contribute to the collation and analysis of data for reporting and program development purposes

3.5 Professional Development and Training

- Complete ‘Shared Stories Shared Lives’ Training as organised by Anchor prior to commencing activities with children and young people in care
- Meet on a regular basis with the Team Leader and/or Mentor Case Manager for supervision as mutually agreed
- Remain informed of changes within the Child, Youth and Family system
- Participate in training and staff development opportunities as agreed.

3.6 Other duties as directed by the Team Leader and/or Mentor Case Manager

4. KEY SELECTION CRITERIA

4.1 Essential Qualifications, Skills and Experience

- Demonstrated experience and skills in providing support to children and young people
- A strong work ethic, organisational skills, value base and willingness to work within the agency's philosophy and values;
- Ability to set and maintain boundaries, understanding of confidentiality, empathy and a non-judgemental attitude
- Highly effective interpersonal and communication skills including negotiation, problem solving and decision making
- High level communication skills that include the ability to constructively provide open and honest feedback to Case Manager/Team Leader to ensure the best interests of children are met.

4.2 Desirable Skills and Experience

- Understanding of therapeutic approaches to working with children who have a range of issues associated with trauma, abuse, abandonment and neglect.
- Knowledge of the principles of child protection and factors that lead to children being placed in out of home care.

5. TERMS AND CONDITIONS OF VOLUNTEER AGREEMENT

Position: Out of Home Care Transport and Carer Support Volunteer

Accountable to: Team Leader/Mentor Case Manager

5.1 Volunteer Agreement

This is a part-time volunteer role subject to the following conditions:

- Prior to agreement commencement, a successful federal Criminal Records check is to be completed, renewable every three years
- A current Victorian Driver's Licence
- A current Working With Children card, maintained by the volunteer
- The willingness to work within the agency's vision, values, philosophy and policies and procedures

5.2 Volunteer Conditions

The position of Out of Home Care Transport and Carer Support Volunteer has:

- Confidential, free access to external counselling services through Anchor's *Employee Assistance Program after six months of service*; for long term permanent volunteers only
- Supported professional development opportunities.

5.3 Grievance Procedure

- In the context of mutual accountability, it is hoped that most issues will be resolved by the parties involved. Where this is not possible the matter may be taken further as outlined in Anchor's *Complaints & Grievance* procedure.

5.4 Confidentiality

- The volunteer is required to abide by and sign the Agency's Privacy Policy regarding confidentiality and is to sign a Confidentiality Agreement.

5.5 Code of Conduct

- The volunteer is required to abide by the agency's Code of Conduct and procedures regarding confidentiality, conflict of interest, organizational reputation, organizational property and resources, treating others with fairness and respect and child safe practices

5.6 Child Safe Policy

- The volunteer is required to abide by the Child Safe Policy and requirements in meeting the *Victorian Child Safety Standards*, a legislated amendment under the *Child Safety Act 2005*.

5.7 Occupational Health & Safety

- The volunteer has a Duty of Care to ensure that work is performed in a manner that is not harmful to their own health and safety, and the health and safety of others, as outlined in the *Victorian Occupational Health & Safety Act, 2004*.

5.8 Volunteer Agreement

Date: __/__/__

This placement is a two way agreement between:

Anchor Incorporated and Volunteer name to Volunteer as an Out of Home Care Transport and Carer Support Volunteer in Anchor's Scoresby site within the Out of Home Care Team. The Volunteer will commence their volunteer role on __/__/__ or between the dates of __/__/20__ and __/__/20__ and during this period will work _____ days per week, typically working

_____ (Specific days, eg Mondays, Wednesdays)

for _____ hours per day.

This agreement may be terminated by either party in writing giving notice as per the National Employment Standards

Anchor commits to providing a full induction and orientation to Anchor and to provision of regular supervision as required.

I, _____ acknowledge that I have read and understood the terms of this agreement and agree to comply with the stated terms and conditions. I acknowledge that a breach of this contract agreement or house rules on my part may result in my position with the Anchor Out of Home Care Team ending.

Volunteer Signature _____ Supervisor Signature _____