

## POSITION DESCRIPTION

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<b>POSITION TITLE:</b>	Client Support Volunteer
<b>LOCATION:</b>	North Richmond Community Health Ltd 23 Lennox St, Richmond, 3121
<b>HOURS OF WORK:</b>	To be negotiated
<b>REPORTS TO:</b>	Gaylene Ford, Psychiatric Disability Support Services
<b>ACCOUNTABLE TO:</b>	Psychiatric Disability Support Services Worker, Volunteer Program Coordinator & CEO

### Organisational Environment

North Richmond Community Health Ltd (NRCHL) is a community based and managed health service. NRCHL is committed to providing high quality and culturally appropriate health, social and welfare services, particularly to clients of non-English speaking backgrounds, newly arrived migrants, refugees and asylum seekers. These services provided by NRCHL are delivered in a developmental framework with an emphasis on direct health care and health promotion.

### Position Objectives

The position will contribute to the achievements of the organisation's aims and objectives by;

- Enhancing client's confidence and self-esteem, to develop everyday living skills.
- Working with client towards independent living and increasing community linkages.

### Key Duties and Responsibilities

- Assist client with numeracy skills (in particular, telling the time, understanding dates and handling money).
- Working with client to build confidence to participate more confidently in the community.
- Report progress to Psychiatric Disability Support Worker and Volunteer Program Coordinator.

### Key Selection Criteria

#### Essential

- Previous experience in working with people with an intellectual and psychiatric disability.
- An sound understanding of and sensitivity to the issues relevant to people with an intellectual and psychiatric disability and how this impacts on their everyday living skills.
- An ability to engage with client and to set clear professional boundaries.
- Excellent communication skills.
- Reliability and Patience.
- Ability to commit to the position for a *minimum* of 3-6 months.

#### Desirable

- Experience in teaching people with intellectual and psychiatric disability.

## Other Conditions

- Volunteers will attend the Program during hours as agreed between the Volunteer and Psychiatric Disability Support Worker.
- In case of inability to attend a rostered session, the volunteer should contact the Program Coordinator or Volunteer Program Coordinator as soon as possible.
- Due to the resources required for training it is preferable that prospective volunteers are able to commit to NRCHL for the agreed time.
- All position descriptions are open to periodic review by Management in consultation with staff.
- North Richmond Community Health Ltd provides a smoke free environment, including within Centre cars and buses.
- The applicant may be required to perform other duties as directed, in accordance with training, skills and experience.

**NOTE: THE SUCCESSFUL APPLICANT WILL BE REQUIRED TO UNDERGO A POLICE CHECK**

**NRCHL IS AN EQUAL OPPORTUNITY EMPLOYER**

**NRCHL IS A SMOKE-FREE WORKPLACE**

**Please forward your NRCHL Application form and a copy of your Resume to:**

Selma Sali

Volunteer Program Co-ordinator

North Richmond Community Health Centre

23 Lennox Street, Richmond 3121

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**Email:** selmas@nrch.com.au

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