

POSITION DETAILS			
Position Title	Information and Support Volunteer	Location	BayCISS Hampton East
Position Type	Variable	Hours per week	Rostered (Approx 3-4)
Reports To	Manager		
ABOUT THE ORGANISATION			
<p>Bayside Community Information and Support Service (BayCISS) is a not for profit organisation based in the Bayside and Kingston area providing support, advocacy, referral and information including counselling and case work, to vulnerable and low income community members. The Castlefield location operates as a Community Centre providing occasional child care and a range of community programs.</p> <p>We aim to bring about long term, positive change to people’s lives by working with them.</p> <p>We are:</p> <ul style="list-style-type: none"> • Non-judgemental – we respect all people and do not judge • Accessible – we are available to people when they need support • Flexible – we provide a range of services and links with partners • Collaborative – we work with others in partnership 			
KEY FUNCTION			
<p>The Information and Support Volunteer provides services to vulnerable and low income individuals in a confidential and impartial manner whilst respecting the individual’s right to make their own choices and decisions. This is done while operating within the agency’s policies, procedures, standards and relevant Government legislation, Laws and Acts</p>			
KEY RESPONSIBILITIES			
<ul style="list-style-type: none"> - Be available to work a regular rostered duty time of approximately four hours - Arrange swaps with another worker when unavailable to work as rostered. When unable to attend or find a replacement for your shift, the Manager must be notified as soon as possible - Keep up-to-date with relevant material and new information - Attend regular training made available to volunteers - Be familiar with and adhere to BayCISS policies and procedures - Respect the client’s right to confidentiality, privacy and non-judgemental support at all times 			
DUTIES			
<ul style="list-style-type: none"> - On opening shift, ensure that the service is open on time and ready for service delivery - Greet clients as they arrive at the agency in the reception area - Collect Centrelink card or other appropriate identification from client upon arrival to check eligibility criteria and other relevant information as necessary - Provide reception duties to clients visiting for appointments with Family Counsellor, Case Worker, or other - Provide relevant information, referral, appointment and service delivery procedure to client 			

- Check details on portal database to follow client history and summarise support provision
- Interview client for assessment and support provision
- Ensure that clients requiring emergency supports are provided with appropriate support and care
- Assess clients to identify need, existing supports such as family, friends, relatives and community links including other relevant service providers
- Assist clients with practical support to complete forms, write letters, make phone calls to utility companies and other agencies as required
- Work within BayCISS guidelines to determine emergency relief distribution
- Liaise with Manager or Caseworker if needed to clarify appropriate level of support
- Negotiate on behalf of the client with other support agencies
- Record all details of the client visit, including detailed case notes, on the CISVic portal
- File paper case notes in the appropriate folder for the month following completion of data entry
- Make appointments as required for other BayCISS services if required
- Answer phone enquiries and provide assistance to all callers
- Record all enquiries; phone, counter and email, into the CISVic portal
- Take messages for staff as required

KEY RELATIONSHIPS			
INTERNAL	Manager, staff, volunteers		
EXTERNAL	Service users, utility company representatives, government agencies, other regional service providers		
QUALIFICATIONS AND SKILLS			
MANDATORY	<ul style="list-style-type: none"> - Successful completion of the accredited training course CHCCS6B “Assess and Deliver Services to Clients with Complex Needs’ or CISVic approved course unless recognition of prior learning applies. - Time management with ability to prioritise tasks - Record keeping and data entry - Written and verbal communication skills - Flexibility to work autonomously and as a member of a team - Computer literacy - Satisfactory completion of National Police Check & Working with Children Check if required 		
Manager approval		Date	
Volunteer Acknowledgement		Date	