



# Position Description

## Community Emergency Assistance (Volunteer)

<b>Reports to</b>	Coordinator Community Support
<b>Role purpose</b>	
Working with Quercus Beechworth Community Support program guidelines, the Community Emergency Assistance Volunteer assists with the delivery of our Emergency Relief program for people who are experiencing financial hardship	
<b>Key responsibilities</b>	
<ul style="list-style-type: none"> <li>● Conduct assessments to identify client needs and identify relevant resources available to meet their needs.</li> <li>● Conduct assessments with client in accordance with safety plan requirements</li> <li>● Provide suitable referral pathways where required or in conjunction with Community Support Coordinator</li> <li>● Report any concerns for clients health and/or safety to Coordinator Community Support</li> <li>● Maintain accurate and transparent records for reporting and auditing purposes</li> <li>● Maintain privacy and confidentiality of clients at all times</li> <li>● Establish positive working relationships with relevant organisations</li> <li>● Participate in debriefings and meetings as applicable</li> </ul>	
<b>Key relationships</b>	
<p><b>Internal:</b> Community Emergency Assistance Volunteers, Coordinator, Community Support Manager Quercus Beechworth, Staff and Board Members.</p> <p><b>External:</b> Members of the public</p>	
<b>Expectations</b>	
<p>It is expected that all volunteers will:</p> <ul style="list-style-type: none"> <li>● Contribute to a positive workplace culture by embracing and aligning conduct with Quercus Beechworth Code of Conduct policy and the Quercus Beechworth Values. <ul style="list-style-type: none"> <li>★ <b>Community</b> - Being part of an engaged community gives a sense of belonging</li> <li>★ <b>Curiosity</b> - We are open to and look for new ways to do things</li> <li>★ <b>Fun</b> - The work we do and how we do it can make everyone’s day brighter</li> <li>★ <b>Inclusion</b> - We welcome people from all walks of life..</li> <li>★ <b>Integrity</b> - We are safe, truthful and honest. We communicate openly, and our actions are consistent with our words.</li> </ul> </li> </ul>	



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- Understand and work in accordance with Quercus Beechworths Policies and Procedures.

### Knowledge, skills & experience

- Ability to record information accurately
- Basic office, computer and database skills
- Ability to listen well
- Commitment to Quercus Beechworth Purpose, Mission, Vision and Values as outlined in its Strategic Plan

### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (by Quercus Beechworth)
- Working With Childrens Check

### Learning & development

- Attend Quercus Beechworth Volunteer Induction training and ongoing training as required.
- Attend scheduled volunteer meetings as required
- Complete online learning as required

### General conditions

- The holder of this position recognises the importance to advise the Coordinator of any proposed absences as early as possible prior to their shift commencing to allow adequate alternative arrangements to be made.
- We act always in accordance with the Quercus Beechworth Code of Conduct.
- We are a Child Safe organisation and all volunteers are required to comply with legislation requirements
- We comply with Quercus Beechworth Workplace Health and Safety policies and procedures