

Position Description

Position title	Family Support Volunteer
Program/Unit	Home and Community Care Program for Younger People
Classification	Volunteer
Position reports to	Coordinator, Western Region Parenting Service

Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2021/22 financial year of over \$150 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

JUSTICE. We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

HOPE. We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

COLLABORATION. In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

COMPASSION. Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

RESPECT. We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

Program and Position Overview

The Department of Families, Fairness and Housing (DFFH) funds MacKillop to deliver the Home and Community Care Program for Younger People (HACC-PYP). HACC PYP's primary objective is to provide an integrated range of basic maintenance and support services to eligible clients to:

- Improve and maintain the client's independence and capacity to live safely at home and participate in community activities
- Strengthen the capacity of the client's carer to maintain their care role.

The HACC PYP program is situated in the Western Region Parenting Service (WRPS), and is part of the Community Programs Division. WRPS is a child-focused and family-centred service and delivers services like carer support groups, parenting programs, multicultural playgroups, and disability services.

The Family Support Volunteer reports to the Volunteer Resource Coordinator. The Volunteer Resource Coordinator will match volunteers to families and tasks based on the family's needs and the volunteer's interests, skills and experiences. The program requests a 12-month commitment from volunteers and the ability to volunteer their time flexibly. Therefore, the support required will vary from family to family, week to week, and month to month.

Please note that the Volunteer Coordinator will provide training and supervision to all volunteers.

Primary Objective

- Provide support to the client to improve or maintain their independence
- Provide support to the client to live safely at home
- Provide support to the client to participate in community activities
- Strengthen the capacity of the client's Carer to maintain their care role
- Increase the self-esteem and self-confidence of family members through the experience of an affirming relationship

Key result areas and responsibilities

Before a volunteer commences service, MacKillop would have met with the family, understood their needs, and developed goals surrounding program participation. As such, the support required from the volunteer will be clear and concise before they commence service.

Volunteer responsibilities may include but are not limited to the following:

- Friendly visiting, where a volunteer regularly visits someone to provide companionship.
- Support people to engage with any activities that are meaningful to them. For example, spending time in the garden, do a craft, or play a game.
- Transport clients to and from appointments, and engage or participate in the community.
- Participate or operate short-term group activities, such as small local walking groups for people with shared goals.

- Support clients to develop their own social networks, for example, by linking a person to a community of interest or local neighbourhood group.
- Provide domestic assistance in the home in a way that supports the client to develop on their life skills and ability to manage this activity independently in the future.
- Volunteers may also undertake administrative activities such as the preparation of newsletters, office assistance and Organisation event support.

Key selection criteria

- Interpersonal skills, including the ability to establish and maintain positive relationships.
- Awareness of Melbourne's Western Regions rich culture and diversity.
- An understanding or willingness to learn how to conduct oneself in a culturally appropriate and safe manner.
- An understanding or willingness to learn how to support a client or family with complex needs.
- An understanding or willingness to learn about child development and the issues that vulnerable children, young people and families face.
- The ability to work collaboratively with other service providers.
- Demonstrate behaviour consistent with MacKillop's five values, Justice, Hope, Collaboration, Compassion, and Respect.
- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families.

Other information

Volunteers are required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

Volunteers must possess a:

- Valid and current Victorian Driver's Licence.
- Valid and current Victorian Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.
- Proof of vaccination against Covid-19.

Approval

Approver's full name:	Corinne Saunders	Date:	
Approver's position title:	Coordinator, Western Region Parenting Service		
Incumbent's full name:			
Incumbent's signature:		Date:	



MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.