



Our Vision

People living well

Our Values

We care – We work together – We achieve – We learn

Volunteer Position Description

Position Title	Rekindle Volunteer
Reports to	Program Volunteer Coordinator for the Launch Program
Location	Gateway Health Wodonga
Description of Project/Purpose of Assignment:	
<p>The Gateway Health (GH) Rekindle program is a social enterprise that provides an entry point to education, employment, training and skills development. It provides participants the opportunity to ‘Launch’ into their lives through a range of activities that enhance life skills, employability, social development and creativity. Rekindle is a retail outlet and creative workspace where participants of Gateway Health can take the opportunity to create goods, some of which are for sale in the shop. The Rekindle project arose out of a need that was identified by Launch program participants. Participants who had engaged in supported employment felt that the experiences did not lead to paid employment or positive experiences of being a part of the workforce. Rekindle aims to provide participants with a positive and supportive workplace in which they gain confidence and practice the skills required in open employment. This includes retail, merchandising, and learning about workplace culture. Pathways for participants involved in Rekindle, include direct pathways to TAFE wodonga, community volunteering and access to paid employment. The purpose of this volunteer role is to give participants the opportunity to apply for the position, attend an interview and work in Rekindle as a Customer Service Officer.</p>	
Time Commitment: Not specified, to be negotiated with successful applicants.	
Qualifications and Experience Needed:	
<p>Applicants for this position must be Current Gateway Health Launch participant. All GH volunteers undergo a Victorian Police check and Victorian Working with Children Check. It is desirable if the volunteer is undertaking the retail course offered through the Rekindle project but this is not essential. Volunteers need to be willing to be supportive of other volunteers and assist with training new volunteers.</p>	
Outline of Volunteer’s Responsibilities or List of Tasks:	
<p>The GH Rekindle shop provides a safe place for program participants to learn new skills and experience workplace culture. Volunteers have the opportunity to develop skills in making products for sale, business management, marketing, sales, customer relations, display and merchandising. Volunteers will handle cash and do basic book-keeping. Other opportunities will develop over time.</p>	

Outcomes/Goals:
Participation in Rekindle as a Volunteer role is an identified pathway for Launch program participants to secure meaningful employment or engagement in study opportunities. Each volunteer as part of their Rekindle/LAUNCH participation will have an Individual Recovery Plan, which identifies employment as one of their primary goals. These will be monitored ongoing throughout the Launch program.
Training and Support Plan:
All volunteers will undergo GH volunteer induction. Volunteers will be supported and supervised by the Launch staff and the Program Volunteer Coordinator.
Reporting Requirements:
Volunteers will report any issues to LAUNCH staff members. Volunteer related concerns are directed to the Program Volunteer Coordinator.
Benefits:
<ul style="list-style-type: none"> • Learn new skills and experience, which will assist with gaining paid employment or entering further studies • Opportunity to use creative talents • Develop confidence and build on self esteem • Socialisation opportunities • Fun working in a supportive and interactive environment

Organisation Context

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

The Board of Governance provides strategic planning for Gateway Health. The Board consists of 9 elected members.

The Board has delegated the operational management of the Agency to the Chief Executive Officer.

Executive staff is accountable to the Chief Executive Officer and provide direction, support and leadership to staff.

The Executive comprises;

- Chief Executive Officer
- General Manager Client Services
- General Manager Clinical Services
- General Manager Corporate Services

Program Managers provide immediate support and management within their program areas. There are nine clinical and client program areas.

Corporate services are delivered through five key areas (Finance, Payroll, Information Communications Technology, Human Resources and Quality & Safety).

Review of Position Descriptions:

This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.

Performance Monitoring:

Due to time constraints, the Program Volunteer Coordinator (PVC) may not be able to meet formally with the volunteer at the end of their three or six month probationary period. The PVC will meet with the volunteer if the volunteer is deemed unsuitable to continue in their role, however it is hoped that any identified issues were attempted to be addressed before this period so that if the volunteer is told they are unsuitable and cannot continue in the role this should not come as a surprise. The volunteer will be referred to other volunteer referral agencies to find a more suitable role.

Where the volunteer is suitable they will continue to carry on their volunteer role.

The position description should then formally be reviewed every 12 months.

Last Appraisal Date:

Next Appraisal Date:

I _____ (*full name*) hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the organisation.

Volunteer Signature

Date

Program Volunteer Coordinator Signature

Date