



Our Vision

People living well

Our Values

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

Position Description

Position Title:	Multicultural Volunteer Support Worker
Reports to:	Multicultural Health Registered Nurse
Location:	Wodonga
Description of Project/Purpose of Assignment:	
Volunteers support the local multicultural community through assistance with social activities such as Culutre Club activities, Health days, events, Health Ambassador Program, to improve social and emotional outcomes for the multicultural community. Also, involvement in and transport of Gateway Health clients to and from events or appointments.	
Time Commitment:	
The time commitment will vary, depending on the activity and volunteer availability, but it will be less than 16 hours per week.	
Qualifications and Experience Needed:	
<p>Understanding of cultural and general health issues affecting the local multicultural community. Patience, empathy and non-judgemental attitude. Victorian Police Check is essential. Driving duties are available to volunteers who are interested – these volunteers must have a current full Australian driver's licence with good driving record.</p>	
Outline of Volunteer's Responsibilities or List of Tasks:	
<p>To assist in activities (the volunteer can <u>select</u> which group they may want to assist with, they can assist with more than one if they have an interest). For example:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Support multicultural clients – provide information on services available at Gateway Health; <input type="checkbox"/> Culture Club – support by assisting with planning activities and help on the day; <input type="checkbox"/> Transport of participants (by mini bus or car) to various groups (such as, Culture Club, sewing groups, Hydrotherapy, etc), appointments, activities and excursions; <input type="checkbox"/> Women's and Men's health days – support organisation of health days, for example, with refreshments and engage with community members to increase attendance; <input type="checkbox"/> Tafe Massage group – assist TAFE students in setting up, and with access to refreshments and facilities; <input type="checkbox"/> Physical activity group – support the organisation of the physical activities; and/or <input type="checkbox"/> Healthy Eating Group & Health Promotion activities – support arranged activities. 	

Outcomes/Goals:
Gateway Health provides a range of social opportunities and activities for the local multicultural community. Volunteers play an important role to help ensure that clients are supported to maintain and develop skills, which will ensure a socially enriched life style and meaningful relationships with other people in their community.
Training and Support Plan:
<ul style="list-style-type: none"> • Volunteers are given an induction to Gateway Health including Volunteer Incident Reporting. • Volunteers are given a Multicultural Support Worker Induction volunteer handbook. • Volunteers are supported by GH Volunteer Coordinator and GH Practice Nurse/Refugee Nurse.
Reporting Requirements:
<ul style="list-style-type: none"> • Complete attendance sheet and submit to program volunteer coordinator. • Contact program volunteer coordinator if any issues. • Follow Volunteer Incident Procedure if any incident occurs that requires medical treatment (for volunteer or client).
Benefits:
<ul style="list-style-type: none"> • Work experience and increased skill levels for Volunteer. • Opportunity to practise speaking English with other Gateway staff and volunteers. • Meet new people and the opportunity to share your knowledge and skills with others. • Gateway Health can act as a referee if you are seeking employment. • Free police check which can assist when applying for employment and other volunteer positions. • Invitation to annual volunteer lunch for yourself and a guest. • Increase understanding of Gateway Health and its services. • Opportunity for networking and career development.

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 are 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:	n/a
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Next Appraisal Date:	n/a
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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