



VOLUNTEER POSITION DESCRIPTION: COMMUNITY SUPPORT WORKER

The Community Information & Support Cranbourne (CISC) is a community information and support centre, formerly known as a Citizens Advice Bureau. The Centre is based in Cranbourne, a suburb of the City of Casey, approximately one hour drive South East of Melbourne. CISC provides a comprehensive range of information, referral and crisis support services to the Casey South community. CISC is community based, and staffed by trained personnel most of whom are volunteers. CISC offers a service that is free, confidential, and impartial, and recognises the client's right to make their own decisions.

Position Objectives:

- To provide information, support and referral services to clients in a confidential and impartial manner, at all times maintaining the clients' right to make their own choices and decisions, whilst operating within CISC's policies, procedures and standards, and the relevant Government legislation, laws and Acts.

Duties and Responsibilities:

Interviewing:

- To identify and assess clients' requests/needs personally or by phone, providing practical assistance if required and crisis intervention, advocacy and negotiation support as appropriate
- To refer clients to other agencies that can provide assistance and support to best meet their needs
- To maintain client confidentiality and not exceed the boundaries of your role as a Community Support Worker
- To be available for interviewing duty shifts on a regular basis

Information Provision:

- To provide accurate, up to date information to clients by accessing agency information resources

Administration:

- To accurately record details of client sessions on the Client Details form, and other information collection forms as required
- To follow established administrative agency procedures

Professional Development:

- To maintain an up-to-date knowledge of issues and developments that impact on clients and the broader community

Other:

- To have read, understood and agreed to comply with the policies and procedures of CISC
- To have an understanding of the relevant Acts, laws and legislation that impact on the role of the Community Support Worker and CISC
- To work cooperatively with other staff members and volunteers, providing support and assistance where necessary and appropriate

Skills, qualifications and/or experience required:**Essential:**

- Sound interpersonal and communication skills
- To be able to work cooperatively with other volunteers and staff
- To demonstrate empathy and a non-judgemental attitude to clients at all times
- To have good self-management skills
- To be tolerant and be able to relate to people from various socio-economic levels and cultural backgrounds
- To be willing to develop new skills as needed
- To possess literacy and writing skills to an administrative level as required by CISC
- To be willing to take direction from management

Desirable:

- To be able to undertake and accept change
- To be creative and flexible

Qualifications Required:

- Undertake and successfully complete the nationally accredited Community Support Workers Course CHCCCS004 Assess Co-Existing Needs

Responsible to:

- The Program Manager

Hours of Work and Conditions:

- Rostered shifts as negotiated with the Roster Coordinator and Program Manager

Training:

- To attend training sessions as required by CISC

Appraisal:

- To assist with agency planning and evaluation, all volunteers are required to participate in an annual appraisal

Police Check and Working With Children:

- All volunteers will be required to undertake a police check before commencing with CISC – the cost of the police check will be covered by CISC
- All volunteers will be required to undertake a Working with Children check before commencing with CISC

Grievance Procedure:

- Refer to the CISC Grievance Resolution Policy