# **EMERGENCY RELIEF SUPPORT VOLUNTEER**

**ROLE SUMMARY**

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| **Program** | EMERGENCY RELIEF |
| **Classification** | VOLUNTEER |
| **Hours** | Casual |
| **Hours per fortnight** | 6 hours per fortnight – Wednesdays and/or Thursdays |
| **Duration** | Casual |
| **Location** | Dixon House – 2 Dixon St Clayton |
| **Reporting Relationship** | This position reports to the Program Co-ordinator |
| **Effective date** | April 2023 |

**PROGRAM AIMS**

The program aims to provide short term financial and material aid, information, advocacy and appropriate referral (i.e., financial counselling) for disadvantaged individuals and families in need.

To assist vulnerable members of the community in ways that are respectful of diversity, maintains dignity and encourages independence and self-reliance; with a focus on helping people whom are experiencing a financial and or social disadvantage by providing emergency relief.

**SELECTION CRITERIA**

* The ability to communicate and listen to clients with empathy, in a non-judgemental manner.
* Able to work effectively with people from various socio-economic levels and cultural backgrounds.
* Willingness to learn about other services available to support clients and develop skills for appropriate referral.
* Good listening and communication skills.
* Willingness to comply with Anglicare Victoria’s and Dixon House’s policies and procedures.
* A commitment to volunteer for a minimum of six months.

**KEY RESPONSBILITIES**

* Provide a consumer directed service to our Emergency Relief clients.
* Accurately update and maintain client information where needed, in accordance with program guidelines and Anglicare Victoria privacy and confidentiality policies.
* Undertake one or more of the following duties, dependant on program specific requirements and candidate suitability:
  + Client intake & assessment, accurate recording of data, client advocacy & referral.
  + Pack and sort material aid, pick up & delivery of goods, food handling & preparation, other duties as required.