

Volunteer Position Description

2 Dixon St, Clayton 3168
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Position Title
Helping Hand Support Officer

Position reports to:
Programs Coordinator / Manager

Day of the week
Tuesday
Thursday

Hours per week
1.5 to 3

Volunteering Term
Six months (or two terms)

Please note that we require a minimum commitment of six months. We are unable to provide any references if this condition has not been met. Thank you for your understanding.

Organisational Context

Dixon House is a neighbourhood centre that has serviced the Clayton and surrounding areas for over 25 years. Dixon House offers a range of educational, recreational, social, and welfare based programs to support the local community. Run by a handful of part-time staff and an army of faithful volunteers, Dixon House is a bustling hub of activity accessed by hundreds of participants every year.

Program / Area Vacancy

A Helping Hand in Clayton is an innovative new project by Dixon House Neighbourhood Centre commencing in July 2022. It's purpose is to provide practical support to low-income individuals facing barriers due to literacy or digital literacy. The program will have the oversight of Dixon House staff but will be staffed by volunteers with an interest, experience, or education in the welfare sector.

Position Objective

To engage effectively with clients in order to provide practical support. To assess the need for further intervention in the areas of literacy or digital literacy and to provide these at Dixon House or refer externally if required.

Section One

Key Responsibilities

Engage with clients and determine need

Provide practical and immediate support (only short-term)

Offer further literacy or digital literacy training if required

Refer to external supports if required

Report on client outcome

Section Two

Selection Criteria

Experience, interest, or qualifications in the community sector

Fluent in spoken and written English

Good communication and interpersonal skills

Good computer skills

Ability to follow instructions and also work autonomously

Ability to be discreet and maintain confidentiality as required

Positive and friendly attitude

Strong ability to problem solve

Experience in interacting with people from diverse backgrounds and abilities

Section Three

Benefits

Impact the lives of others

Build your confidence

Learn new skills through training, mentoring, and service delivery

Get valuable work experience

Get employment reference after a six month volunteering period

How to Apply

If this position interests you, please go to dixonhouse.org.au/volunteer.html and fill in an application form.

For enquiries please call us or email:
coordinator@dixonhouse.org.au