

Role Description: Volunteer Carer Advocate



POSITION TITLE:	Volunteer Carer Advocate		
LOCATION:	30 Pitt St, Adelaide, South Australia		
STATUS OF APPOINTMENT:	Volunteer	ACTIVITY DAYS:	Weekdays, Monday to Thursday as agreed
DATE	1 July 2022		
REVIEW	31 June 2024		

PURPOSE

This volunteer role is to provide advocacy and support for clients of Grandparents For Grandchildren by engaging in direct communication, facilitating support and providing information regarding other agencies benefits that may assist them. The role also requires the recording of accurate and timely information, ongoing advocacy and training for the grandparent and kinship carers. The volunteer will be actively involved in review, development and implementation of continuous improvement strategies.

KEY ACTIVITY AREAS

Key Activity Area	Tasks
Client Intake	Assessment, identification of key issues and implementation of interventions and support for new clients.
Documentation	Document client case file; create clear and concise case notes detailing proposed actions, updates and outcomes.
Data Recording	Update client data information in electronic database.
Support Services	Research new networks, opportunities and resources that can be used to support clients. Research and share information with colleagues.
Advocacy	Client intake, assessment, intervention and support.
Office Administration	Filing of electronic data using standardized filing format. Completion of forms. Assist with development and review of policies and procedures.
Performance development	Constantly review legislative and legal frameworks in regards to child protection. Monitor changes with child protection services and sector.
WH&S	Ensure a safe and healthy working environment is provided through observation of GFGSA WH&S requirements.
Communication	Assist with liaising with internal and external stakeholders for input and consultation.



VOLUNTEERING CONDITIONS

All GFGSA volunteers must observe all lawful intentions and instructions and abide by GFGSA Policies and Procedures.

Public or Media Comment – GFGSA volunteers are not permitted to make public, media, or social media comments on behalf of the organisation, unless authorised to do so by the Chief Executive Officer. GFGSA volunteers must not speak with funding bodies and government departments on any financial, legal and policy matters pertaining to the organisation, unless authorised to do so by the Chief Executive Officer.

All volunteer and employee positions are required to have a current DHS Working With Children Check (WWCC). During any period where a volunteer is not subject of a current WWCC, the volunteer may be removed from appropriate tasks until a current WWCC is obtained.

Volunteer Carer Advocates must be eligible to volunteer in Australia.

Volunteer Carer Advocates must hold a Current Class C driver's licence.

A trial period of 3 months may be required and annual reviews will occur.

Willingness to participate in professional development and training as required. Where training is deemed as Mandatory by the Chief Executive Officer, a volunteer may be removed from appropriate tasks until the required training is completed.

SPECIAL CONDITIONS

Duties will normally be performed during office hours between 9.30am – 4.00pm Monday to Thursday (as agreed).

When agreed, there may be additional travel time necessary to reach Village and Mobile Outreach locations.

Where the incumbent identifies a conflict of interest with another paid or unpaid role held by them, the Chief Executive Officer of GFGSA must be advised as soon as reasonably practicable.

VOLUNTEERING TIME COMMITMENT

Days required – 2 days per week

Times – 9.30 a.m. – 4.00 pm.

Minimum time per week – 12 hours per week

REPORTING RELATIONSHIPS

This role works within the guidelines and under the supervision of the Operations Coordinator

WORKING RELATIONSHIPS

Member of: Operational/Carer Advocate Team

EDUCATION/QUALIFICATIONS

Essential:

Nil specified

Desirable:

Qualifications in Advocacy/Community Services or a related field

Current C Class driver's licence



SKILLS AND EXPERIENCE (Knowledge of and experience of)

Essential:

Good communication, interpersonal and organisational skills.
Ability and willingness to work as part of a team
Ability to work and communicate with people from diverse backgrounds
Ability to liaise with a range of different agencies
Ability to follow policies and procedures and committed to maintaining confidentiality of records
Ability to document information and statistics accurately
Ability to research relevant information and identify referral points
Competent use of Microsoft Office suite

Desirable:

An understanding of volunteer requirements
Experience facilitating support groups
Experience of not-for-profit organisations

VALUES

All Grandparents For Grandchildren SA staff are expected to model, encourage and demonstrate behaviours consistent with our values. Our values are:

- Integrity and honesty.
- Respect and courtesy.
- Authenticity and accountability.
- Diversity and equality.

ACCEPTED	
Volunteer Name:	
Signature:	
Operations Coordinator	
Signature:	
Date:	