



Volunteer Position Description

Volunteer Position Title	Community Liaison
Program/Business Unit	Hambledon House Community Centre 177 Bruce Highway, Edmonton QLD 4869
Position Purpose	<p>Hambledon House Community Centre is the centre of the community. It provides a place for community members to seek information regarding services, events and to connect. It is important that community members have input on how the centre should look, feel and interact with the community.</p> <p>The Community Liaison role provides a community contact for the community, engages their local community and provides local knowledge and expertise to the Community Centre.</p>
Reporting to	Margaret Osmond, Program Manager Hambledon House Community Centre
Position responsibilities	<ul style="list-style-type: none">• Greeting visitors to the Community Centre• Taking enquiries from community members in person and via phone• Capturing details of assistance required• Speaking on behalf of clients where appropriate and/or translating• Sourcing information through the use of a range of information resources which may include databases, the internet, directories and pamphlets• Providing practical assistance completing forms, referring and making appointments with other services• Record keeping and statistical recording• Follow all reasonable directions provided by Manager or delegate
Commitment Requested	<p>Approximately 6 – 10 hours per week</p> <p>The rostering of hours and days will be negotiated to meet the availability of the volunteer and the needs of the service.</p> <p>Mission Australia is committed to Volunteering Australia's National Standards for Involving Volunteers. Hence the engagement of ongoing volunteers is generally restricted to a maximum of 16 hours per week.</p>
Training Provided	The volunteer will be provided with an induction and orientation to their workplace and to Mission Australia including a detailed Workplace, Health & Safety briefing.



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	<p>Training specific to the role will be provided.</p> <p>Role specific briefing will be provided along with regular supervision as per MA's Supervision Policy.</p>
Position requirements (Skills, qualifications & experience)	<ul style="list-style-type: none">• Communication skills• Possess a welcoming, supportive and practical approach• Local community knowledge• Ability to actively support Mission Australia's purpose and values• Ability to work in accordance with Mission Australia policies and procedures
Background Check requirements	<ul style="list-style-type: none">• Mandatory National Police History Check• Working with Children Check/Working with Vulnerable People(delete if not relevant)• Reference Check (required for roles that are client facing or have direct contact with children and young people – delete if not relevant)



Volunteer Applicant Declaration

You and your Mission Australia manager, or delegate, have discussed, read and understood this Volunteering Position and agree that you will work within the position responsibilities detailed.

Volunteering at Mission Australia is dependent on the results of background checks that are detailed in this volunteer position description. Mission Australia reserves the right to prohibit an individual from volunteering if background checks are not to the organisation's satisfaction.

In addition, you are required to provide full and up to date disclosure to Mission Australia in respect to any matter which may affect your capacity to perform the duties associated with the position and in this regard but not limited to, the capacity to interact with children and vulnerable people, and deal with sensitive financial or personal information.

Mission Australia is committed to keeping children and young people safe with zero tolerance of harm or abuse, and expect all our employees and volunteers to reflect this commitment.

Volunteer Applicant Declaration	Mission Australia Manager (or Delegate)
Name:	Name:
Date:	Date:
Signature: <div></div>	Signature: <div></div>