

## VOLUNTEER POSITION DESCRIPTION

Wellbeing Centre Material Aid Volunteer - Role Outline	
<b>Name of Area</b>	Wellbeing Centre – Material Aid
<b>Purpose of the role</b>	Assist clients who access our Material Aid Service by distributing towels, clothing, and underwear and toiletry items
<b>Location</b>	Hutt St Centre Wellbeing Centre – 258 Hutt Street Adelaide
<b>Role supervised by</b>	Wellbeing Centre Team Leader Rostered Wellbeing Centre Staff Member
<b>Role Schedule</b>	<p>Available Shifts include:</p> <ul style="list-style-type: none"> <li>• Weekday Early Shift 7am – 8:30am or 10am</li> <li>• Weekday Mid-Morning Shift 9am-11am</li> <li>• Weekday Late Shift 10am or 11am – 1pm</li> <li>• Saturdays and public holidays 7am – 9am</li> </ul>
<b>Time Commitment</b>	Minimum one shift/month for 12 months, weekly is preferable for service continuity
<b>Dress code</b>	Casual pants, supplied volunteer polo shirt & lanyard, flat closed-in shoes
<b>Key Duties</b>	<p><i>Main duties include:</i></p> <ul style="list-style-type: none"> <li>• Distribute material aid to clients who present in the Wellbeing Centre</li> <li>• Material aid includes towels, clothing, and underwear and toiletry items</li> <li>• Monitoring stock and replenish material aid shelves with toiletries, towels, underwear and socks from storeroom</li> <li>• Ensure the Wellbeing Centre area is kept clean and free of clutter</li> <li>• Ensure kitchenette is kept clean and tidy</li> <li>• Collect used mugs and provide to the kitchen to be washed</li> <li>• Assist with preparations for coffee and tea, clean away at 9:30am</li> </ul>
<b>Physical Requirements</b>	<p><i>The Material Aid Volunteers are required to:</i></p> <ul style="list-style-type: none"> <li>• Navigate the Wellbeing Centre environment</li> </ul>
<b>Desired Skills, Knowledge and Experience</b>	<p><i>The following are desired:</i></p> <ul style="list-style-type: none"> <li>• High level of Customer Service skills</li> <li>• Ability to work well in a team</li> </ul>

General Hutt St Centre Volunteer Requirements	
<b>Our Purpose</b>	Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homelessness
<b>Organisational Expectations</b>	<ul style="list-style-type: none"> <li>• Treat all clients, staff, and volunteers with dignity and respect</li> <li>• Uphold confidentiality, professional boundaries, privacy, and ethical standards</li> <li>• Commit to safe, inclusive, and respectful volunteering</li> <li>• Reliability and ability to demonstrate initiative</li> <li>• Good communication and listening skills</li> <li>• Willingness to learn, participate and work in a team</li> <li>• Commitment to the principles of client wellbeing</li> </ul>

<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure you sign in and out of your shift</li> <li>• Comply with all policies, procedures and instructions in relation to work, health and safety (WHS)</li> <li>• Keep your work area free of hazards and follow all reasonable directions by your supervisor</li> <li>• Report all hazards or incidents to your supervisor as soon as reasonable</li> </ul>
<b>Volunteer Requirements</b>	<ul style="list-style-type: none"> <li>• A satisfactory National Police Check</li> <li>• A satisfactory DHS Working with Children Check</li> <li>• Satisfactory Reference Check</li> <li>• Completion of Hutt St Centre volunteer online induction</li> <li>• Signed Code of Conduct</li> <li>• Comply with all relevant Hutt St Centre Policies and Procedures, specifically in regards to work, health and safety (WHS)</li> <li>• Operate in accordance with Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan</li> </ul>
<b>Volunteer Rights</b>	<ul style="list-style-type: none"> <li>• To be treated with respect and valued for your contribution</li> <li>• To receive appropriate training and supervision</li> <li>• To have a safe working environment</li> <li>• To decline shifts or withdraw from the role</li> </ul>
<b>Alignment to National Standards for Volunteer Involvement</b>	Hutt St Centre is committed to ensuring our volunteer management Practices are aligned to the National Standards for Volunteer Involvement (2022). These standards are Australia's best-practice framework for effectively engaging and supporting volunteers to ensure that volunteer involvement is safe, meaningful, well-managed, and inclusive
<b>Valuing Inclusion and Role Modifications</b>	<ul style="list-style-type: none"> <li>• We are committed to creating an inclusive and welcoming environment for all volunteers, including people of diverse backgrounds, cultures, abilities, genders, and life experiences</li> <li>• We will make reasonable adjustments to this role where possible to support individual needs. This may include modifying tasks, adjusting time commitments, providing alternative formats for training and communication</li> <li>• If you have specific requirements to support your participation, please feel welcome to discuss them during the application or onboarding process. We are committed to working with you to enable meaningful and accessible volunteer involvement</li> </ul>
<b>Better Impact</b>	<ul style="list-style-type: none"> <li>• We use Better Impact as our Volunteer Management software to support our onboarding, communication and rostering. Volunteers are requested to sign up to the platform and download the MyImpact App upon commencement - training and support available upon request</li> </ul>
<b>Support Provided</b>	<ul style="list-style-type: none"> <li>• Supervision and role training by staff supervisor</li> <li>• 1:1 support with an experienced volunteer</li> <li>• Phone and face to face support from People and Culture Team</li> <li>• Employee Assistance Program (EAP) – free confidential counselling</li> <li>• Additional development opportunities in Mental Health Awareness, De-escalation, Cultural Awareness etc</li> </ul>

I have read, understood and agree to the requirements outlined in this volunteer position description.

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Volunteer's Name

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**Volunteer's Signature**

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Date