



VOLUNTEER POSITION DESCRIPTION AND AGREEMENT

Creative Hub Volunteer - Role Outline	
Name of Area	WBC Pathways
Purpose of the role	Assist clients who access our Creative Hub service by opening the hub, supplying art equipment/materials and creating a comfortable and accessible creative outlet
Location	Hutt St Centre – 258 Hutt Street Adelaide
Role supervised by	Rostered Pathways employee Wellbeing Centre Team Leader
Role Schedule	Creative Hub is open: 9am-11am Monday to Friday
Time Commitment	Minimum one shift/fortnight, weekly is preferable for service continuity
Dress code	Casual pants, supplied volunteer polo shirt & lanyard, flat closed-in shoes
Key Duties	Please see Creative Hub Manual for list of duties (which will need signing)
Physical Requirements	<i>The Creative Hub Volunteers are required to:</i> Navigate the Creative Hub environment
Desired Skills, Knowledge and Experience	<i>The following are required:</i> - High level of Customer Service skills - An open mind and compassion for people <i>The following are desired:</i> - A knowledge of art techniques or skills - Ability to play/teach guitar

General Hutt St Centre Volunteer Requirements	
Our Purpose	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 homefulness.
Organisational Expectations	- Treat all clients, staff, and volunteers with dignity and respect - Uphold confidentiality, professional boundaries, privacy, and ethical standards - Commit to safe, inclusive, and respectful volunteering - Reliability and ability to demonstrate initiative - Good communication and listening skills - Willingness to learn, participate and work in a team - Commitment to the principles of client wellbeing
Work Health and Safety	- Ensure you sign in and out of your shift - Comply with all policies, procedures and instructions in relation to work, health and safety (WHS) - Keep your work area free of hazards and follow all reasonable directions by the Pathways team and WBC Team Leader - Update the Pathways Team about your shift when you finish

	Report all hazards or incidents to the WBC Team Leader as soon as reasonably possible
Volunteer Requirements	- A satisfactory National Police Check - A satisfactory DHS Working with Children Check - Satisfactory Reference Check - Completion of Hutt St Centre volunteer online induction. - Signed Code of Conduct - Comply with all relevant Hutt St Centre Policies and Procedures, specifically in regards to work, health and safety (WHS). - Operate in accordance with Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan Volunteers are expected to comply with all organisational policies and procedures; failure to do so may result in dismissal from the volunteer program
Volunteer Rights	- To be treated with respect and valued for your contribution - To receive appropriate training and supervision - To have a safe working environment - To decline shifts or withdraw from the role
HSC Volunteer Policy and National Standards for Volunteer Involvement	Please refer to the HSC Volunteering Policy for all information and procedures relating to volunteering at Hutt St Centre. Additionally, we are committed to ensuring our volunteer management Practices are aligned to the National Standards for Volunteer Involvement (2024). 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.
Valuing Inclusion and Role Modifications	- We are committed to creating an inclusive and welcoming environment for all volunteers, including people of diverse backgrounds, cultures, abilities, genders, and life experiences - 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 - 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
Better Impact	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 free MyImpact App upon commencement - training and support available upon request
Support Provided	- Role training and support by staff supervisor 1:1 support with an experienced volunteer - Phone and face to face support from People and Culture Team - Employee Assistance Program (EAP) – free confidential counselling - Additional training and development opportunities in Mental Health Awareness, De-escalation, Cultural Awareness etc

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

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Volunteer's Name	Volunteer's Signature	Date