



Welcome and Connect Volunteer Role

Status:	Volunteer		
Salary:	N/A		
Reports to:	Volunteer Program Coordinator		
Department:	Communities, Growth and Engagement		
Location:	Central Brisbane		
Creation Date:	05/2/24	Review Date:	05/02/25

PURPOSE

Our Welcome and Connect Program offered as part of Multicultural Australia's Humanitarian Settlement Program aims to create a warm and welcoming experience to newly arrived refugees by supporting them as they settle into the community.

The Welcome and Connect Program extends on our settlement orientation activities by providing practical assistance and support so that our clients can independently navigate their local area and facilities. Welcome and Connect Volunteers are vital in helping newly arrived refugees develop a connection to the wider Australian community and community groups.

We are seeking volunteers to work directly with our clients to provide connection and welcome. Our clients look to our Welcome and Connect Volunteers for insight into local culture, and the facilities and services in their immediate area.

PRIMARY RESPONSIBILITIES

Support clients to settle in their everyday life. Including support and insight with:

- Australian life and culture.
- Home and neighbourhood orientation (e.g. spending time with clients out in the community, helping them to locate and connect with key services such as supermarkets, banks, government services).
- Understanding the local education system including typical expectations of both students and parents/carers.
- Visiting, and engaging with local community services/organisations (e.g. libraries, places of worship, community centres & groups, etc).
- Building knowledge and skills to navigate the public transport system (e.g. taking clients out to practice catching buses and trains).
- How to manage everyday issues (e.g. budgeting, general household management, digital and online services, general personal and household safety).
- Opportunities to practice their conversational English.

Multicultural Australia volunteers must:

- Respect and abide by the vision, mission and values of the organisation;

- Ensure that their conduct is consistent with provisions of the Multicultural Australia Code of Ethics and Conduct;
- Comply with the provisions of relevant Multicultural Australia policies and procedures;
- Comply with the provisions of Multicultural Australia's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or Multicultural Australia as a whole.
- Provide feedback to their supervisor and report any issues of concern. This will include the use of computer-based calendar and information management systems.
- Attend induction training relating to the role, policy and procedures, workplace health and safety and Multicultural Australia.
- And all other duties associated with the position as instructed by the Volunteer Program Manager.

REQUIREMENTS

Welcome and Connect Volunteers must have lived in Australia for at least 1 year and cannot be a current Humanitarian Settlement Program (HSP) client.

Qualifications, licences and probity

- A Volunteer Working with Children's Blue Card, and
- A National Police Clearance Check.

Commitment

Minimum 1 shift (4 hours) a fortnight for a period of 6 months. Shifts are available Mon-Sat.

Location: Brisbane CBD and surrounds

What skills and experience you will need

- Sound and accurate knowledge and understanding of Australian culture and systems relevant to client settlement,
 - a. ability to explain information about important life skills so that clients can independently establish their lives in Australia;
 - b. knowledge of health services, schools, and libraries, and more generally Australian organisations, social norms, culture, and history.
- Commitment to working with all members of the community, irrespective of cultural and religious affiliations and a commitment to social justice and human rights;
- Ability to communicate cross culturally, including with language barriers;
- Knowledge of common mobile applications (e.g. Translink, Brisbane City Council app, and translation apps);
- Sound knowledge of how to use the public transport system.

Reimbursement

Volunteers will be entitled to reimbursement for reasonable expenses as agreed in advance such as public transport fares and phone calls.