

POSITION: Community Friend Program Volunteer
REPORTS TO: Program Facilitator
DATE UPDATED: January 2025

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The Community Friend Program (CFP) was established in 1989. The Community Friend Program recruits, trains and provides coordination and support to volunteers who are matched to a participant with a disability. Through 1:1 and/or group matches, volunteers and participants engage in activities of interest to address social isolation and increase community participation.

JOB PURPOSE

- To provide opportunity for people with a disability (physical, intellectual, cognitive, neurological, visual, hearing or psychosocial) to address social isolation and increase community participation;
- To address barriers that work against people with a disability achieving their goals; and
- To empower people with a disability with choice and control.

JOB OBJECTIVES

The primary role of a Community Friend Volunteer is to provide support and friendship to participants within the program. This is achieved by:

- Participating in activities alongside Community Friend participants
- Supporting participants where necessary to ensure they maintain their independence.
- These services are to be delivered within the framework of MCM's policies and procedures, legislative requirements, and relevant standards.

Key responsibilities:

- At the first appropriate time, notify the Program Development Worker and/or Program Facilitator of any accident or incident that occurs whilst performing your role as Community Friend.
- Provide regular feedback to the Program Development Worker and/or Program Facilitator regarding any program activities.
- Inform the Program Development Worker and/or Program Facilitator of any changes to your contact details.
- Inform the Program Development Worker and/or Program Facilitator at the first appropriate time if you are unable to fulfil your role for any reason.

KEY RELATIONSHIPS

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| Internal Relationships | <ul style="list-style-type: none"> • MCM Volunteers and staff <p>Community Friend Volunteers are accountable to the Program Development Worker and Program Facilitator . The Program Development Worker and/or the Program Facilitator will maintain regular contact with Community Friend Volunteers. This is more frequent during the early stages. It is important that Community Friend Volunteers inform the Program Development Worker and/or the Program Facilitator of any incidents that may occur during their role. It is also important that Community Friend Volunteers inform the Program Development Worker and/or the Program Facilitator of any circumstances that may affect involvement.</p> |
| External Relationships | <ul style="list-style-type: none"> • Participants informal and/or formal supports; and • Community organisations |

KEY SELECTION CRITERIA

- A minimum 12-month, fortnightly commitment;
- The capacity to speak up and seek advice and/or support;
- An understanding and appreciation of the importance of friendship;
- Sound communication skills (verbal and interpersonal), maturity and reliability;
- Satisfactory completion of safety screening including a NDIS Worker Screening Check, the NDIS Worker Orientation Module Volunteers and two referee checks. Volunteers who have resided outside of Australia for longer than 12 months in the past 10 years will also be required to provide an International Police Check from the country/s of residence.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All volunteers are required to comply with the Child Safe Standards.

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an organisation we endeavour to provide a working environment that is safe for all volunteers and people who use our services and adheres to Occupational Health & Safety regulations as an employer.

As a volunteer, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace; and
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As a volunteer you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As a volunteer, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All volunteers are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and the people who use our services to achieve great things.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
REPUTATION	Spreading the Word 'Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
PEOPLE	Wins Hearts & Minds Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Volunteers are expected to commit to and demonstrate MCM’s values:

- Together** We are inclusive and accepting of difference.
- We work in highly effective teams and our people are connected across our organisation.
- We engage proactively with others to deliver outcomes.

Courageous	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>
