**Volunteer Role Description**

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| **Role Title:** | **Budget Support Worker** |
| **Ref No:** | 14(a) |
| **Status:** | Part Time  |
| **Location:** | Various Site  |
| **Branch:** | Community  |
| **Reports to:** | Budget Counselling Coordinator, Emergency Assistance Coordinator |
| **Date:** | 28/10/2016 |

**Role Purpose**

To assess and provide assistance to people in financial hardship

**Duties and Responsibilities**

* Be welcoming and encouraging to clients
* Maintain client confidentiality at all times
* In consultation with the client, complete an Income and Expenditure Statement to ascertain client needs and authorise further visits accordingly
* Provide financial and/or material aid to address the most pressing financial need
* Refer clients with severe or complex issues to Financial Counsellor and/or other specialist services
* Refer clients or in unsafe situations to the EA Coordinator and/or other specialist services or programs
* Provide information about additional support services and make referrals to other agencies as appropriate
* Make accurate and non-judgemental records of the interview, according to the Emergency Assistance Work Instructions
* Keep informed about services and changes to government benefits or legislation that relate to the needs of the Emergency Assistance clients

**Work Health & Safety (WHS)**

* WHS knowledge and skills suitable for the position.
* Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
* Assist in the evaluation of hazards and immediately report any hazards, accidents or near misses.

**Cultural Fit**

* Work within a team environment in accordance with AnglicareSA values.

**Requirement for the Role**

* Good interpersonal and communication skills
* Patience, empathy and the willingness to help people
* Relate well with people from a variety of different cultural and socio-economic backgrounds
* Willingness to work autonomously and as a member of a team
* Ability to work with empathy, compassion and in a non-judgemental and respectful manner
* A sense of humour that will not offend others or put them down
* Ability to use initiative and work within boundaries, procedures and guidelines
* A welcoming and friendly manner
* Be suitability fit to comply with the physical requirements of the position

**Standard Role Requirements (all volunteers)**

* Advise your supervisor if you cannot attend on your rostered day at Anglicare.
* Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
* Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
* Conform with AnglicareSA's conditions of volunteering, Code of Conduct, Standards of Practice & Behaviour, Confidentiality and No Harassment policies and other Human Resources, Work Health & Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
* Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
* Undergo a satisfactory criminal history assessment, be physically and mentally capable and report to undertake voluntary tasks in a fit state to perform all duties.
* Must provide evidence of Australian residency or current working VISA.
* Actively participate in performance reviews, performance development, training (including Work Health and Safety and Fire Safety) and supervision opportunities.
* Maintain confidentiality in line with AnglicareSA policies.
* Attend a volunteer induction and orientation session.
* Participate in on-the-job training.
* Wear a volunteer name tag and sign in and our each day whilst working at AnglicareSA.
* Attend meetings and training connected to the area you work in.
* Wear the personal protective equipment provided for your role at all times whilst working.

[ ]  **National Police History Check** [ ]  **DCSI Child-Related Employment Screening**

**ANGLICARE VISION**

Justice, respect and fullness of life for all.

**ANGLICARE PURPOSE**

AnglicareSA, on behalf of the Anglican Church, expresses God’s love for individuals, families and communities by:

* Making a positive difference to quality of life
* Responding to needs and issues in ways which enhance and protect dignity and integrity
* Promote social justice

**ANGLICARE VALUES**

* **Integrity**We act honestly and ethically and ensure accountability to those we serve and work with.
* **Compassion**We respond with sensitivity and empathy to the needs, ability and aspirations of the people and communities we serve and work with.
* **Stewardship**We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
* **Equity**We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those in the most difficult circumstances to flourish.
* **Servant Leadership**We place the needs of other first to enable them to grow. We empower, accept responsibility and understand our role is to enable, encourage and support.

**ACCEPTANCE/AUTHORISATION**

Volunteer Name: ………..…….. Date

Volunteer Signature:

Name of Supervisor / Manager:

Signature of Supervisor / Manager:

Date: