

Volunteer Position Description



Position Details

Position title	Brisbane Relief Hub Emergency Relief Volunteer
Location	Brisbane Relief Hub
Role type	Volunteer
Local Level Manager	Manager - Brisbane Relief Hub
Workplace Supervisor	As delegated by the Local Manager

Our vision

A compassionate, just and inclusive society for all.

Our mission

We walk alongside people in need, offering care and compassion and promoting choice, independence and community wellbeing.

Our values

Innovation, hope, integrity, compassion, justice, empowerment, respect.

Position Summary

As a vital part of our Emergency Relief Service (ER), volunteers work in a multidisciplinary team to support people utilising the service to address their immediate basic needs in times of financial crisis or hardship through material or financial aid via food parcels and vouchers. Support is offered in a way that maintains the dignity of individuals and families and encourages self-reliance. We also link people with services available at ER and throughout the community to help them address the challenges that are affecting their financial and general well-being.

Key Role Accountabilities

The Emergency Relief Volunteer's roles, task and activities are subject to skill level, available resources and organisational requirements and include:

- Engaging with clients of the service, building rapport, and responding to emergency relief requests.
- Purchasing, receiving, packing, storing, and dispatching food.
- Receiving and responding to phone calls and other enquiries.
- Conducting basic intake and assessment interviews with clients.
- Assisting in our social, lifestyle, and wellness groups.
- Cleaning and other office duties.
- Other tasks as required.

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Conditions

Wesley Mission Queensland Volunteers work alongside and under the direct supervision of a designated paid staff member, and do not replace any paid positions within the Mission.

Unless negotiated with the local manager and officially documented through Volunteer Relations, Wesley Mission Queensland volunteers are not permitted to provide:

- Services beyond those negotiate with their Workplace Supervisor and Local Level Manager.
- Personal, financial, or any other types of counselling to customers (participants, clients, residents, and guests), or others.
- Services that are recognised as high risk to their safety or the safety of customers (participants, clients, residents, and guests), or others. This is inclusive of direct feeding, personal care, distribution of medication, manual handling or driving customers (participants, clients, residents, and guests), in their private vehicles.

All Wesley Mission Queensland volunteer must be willing to read and understand the statement of duties, guidelines, and other requirements as detailed in this document and the accompanying Wesley Mission Queensland Volunteer Handbook and agree to undertake the responsibilities to the best of their ability.

Volunteer Hours

- Volunteers negotiate and agree to their hours before commencement. Hours are dependent on the program's needs and volunteer availability.
- Volunteers are required to notify their Workplace Supervisor if they are unable to attend their shift.
- Volunteers do not contact customers, residents, or families outside of their agreed hours.

Education

Wesley Mission Queensland volunteers are provided with the opportunity to be involved in quality mandatory and optional education opportunities through their Workplace Supervisor.

Vaccinations and COVID-19 Safe Work Plan

Wesley Mission Queensland volunteers are required to:

- Provide proof of vaccination status as required by Legislation, Health Directives or WMQ policy prior to commencement and throughout their engagement with us.
- Follow a COVID-19 safe work plan at all times while volunteering.

Essential Competencies for the Role

While volunteering with Wesley Mission Queensland you will be expected to:

- Have a general understanding of (or gain an understanding of) Wesley Mission Queensland and the people we support.
- Interact positively with customers (participants, clients, residents, and guests), stakeholders, staff, and the public.
- Understand your role and responsibilities as outlined in the key role accountabilities and apply yourself to the best of your abilities.
- Interact well in a team, use initiative, take direction, and at times work with limited supervision.
- Ask questions if uncertain about anything in the role and report any issues immediately.
- Be prompt and reliable and show a commitment to the role within the hours agreed to.
- Understand and respect confidentiality.
- Maintain professional and personal boundaries.
- Complete all education required within the role.
- Have the required current security checks, licences, vaccinations, and documentation on file at all times.
- Have the ability and willingness to work within the philosophies, policies, procedures, and Charter of Wesley Mission Queensland as outlined in the Volunteer Handbook and by the Workplace Supervisor and Local Level Manager.



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Other Capabilities and Attributes that Drive Success in the Role

All Wesley Mission Queensland volunteers are expected to demonstrate an understanding and commitment to organisational vision, mission, and values. All volunteers are expected to:

- Role model behaviours consistent with the Wesley Mission Queensland core values of integrity respect, empowerment, hope, justice, compassion, and innovation.
- Act in a responsible way that creates an environment where it is safe for all team members to contribute ideas, make suggestions and report any activities, behaviours or conduct that does not align with the Wesley Mission Queensland values.

Reconciliation Statement

Wesley Mission Queensland 's vision for reconciliation is for all people to stand unified in an equal and inclusive future. We commit to enhancing opportunities for Aboriginal and Torres Strait Islander People and celebrating diversity.



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