

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Mentoring Service Coordinator	Department	Community Justice Programs
Location	Blacktown	Direct/Indirect Reports	10+ volunteers
Reports to	Regional Operations Manager	Date Revised	June 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

■ Position Summary

The Volunteer Mentoring Service (VMS) offers an external leave pathway to assist a person's reintegration through a pro-social support model. The VMS is a pilot program over 3 years funded by NSW Dept of Justice, and works with two gaols in Western Sydney.

The VMS Co-ordinator is responsible for developing, maintaining, implementing and evaluating appropriate individual and group activities for people in contact with the justice system. The VMS delivers additional support, via approved mentors, in a collaborative and co-ordinated way through a partnership with Corrective Service NSW.

The mentoring program is voluntary, and will provide for those with limited/no family or community support and complex needs, access to:

- Pre release support to improve eligibility for parole by completing the pre-release external leave requirement
- Post release support to establish community support networks for people supervised by Community Corrections as part of their parole.

The VMS will enable people to be linked to positive volunteer mentors who can assist with building community networks, developing pro social skills, supporting the achievement of case plan goals and increasing their capacity to successfully participate within their communities.

■ Position Responsibilities

Key Responsibilities

- Develop and co-ordinate the delivery of the VMS pilot to assist eligible people to be able to access the pre-release external leave program, through volunteer mentors being approved sponsors, and continued access to volunteer mentoring for up to 12 months post release.
- Recruit, train, develop and support volunteer mentors, including through the sponsorship approval process. Ensure appropriate training and support is provided to mentors including regular debriefing and troubleshooting.
- Work with the client, relevant Corrections staff and volunteers to ensure effective matches that will support the goals of the program and individuals priorities and preferences.
- Ensure a continuous improvement model is adopted and the program management cycle is embedded in all activities.
- Apply and support strengths based and person centred practice.
- Support mentors to develop an understanding of the impact of factors related to offending, domestic and family violence, poverty, homelessness and intergenerational trauma in order to appropriately assist participants experiencing deeply entrenched social exclusion.

- Collaborate with the CSNSW Partnership and .Community Engagement team, Governors and Correctional staff to implement and monitor the pilot program.
- Maintain strong relationships and linkages with relevant industry groups, service providers and stakeholders who can support the work.
- Ensure accurate records are collected and maintained, including the client case management system (CCM) and Funded Partnerships Initiative Portal.
- Produce various written reports where required, including regular monthly reports.
- Stay abreast of key developments in the sector including relevant research and publications and their potential application to improve service delivery

■ Position Selection Criteria

Technical Competencies

- Knowledge of the NSW justice and community services sectors.
- Program development and strengths based case management experience with people in contact with the justice system.
- Understanding of voluntary service, and requirements to train, support and retain volunteers in challenging environments.
- Ability to adapt to evolving work environments whilst maintaining a flexible and professional work ethic and approach.
- Ability to communicate and collaborate effectively with a diverse range of people, including external stakeholders, funders, service providers, and internal teams.
- Ability to develop positive relationships and relate to a range of people at all levels including people with complex needs, volunteers, staff, and community stakeholders.
- Ability to exercise initiative, discretion and judgment to manage risk in working both independently and as part of a team.
- Ability to be self-directed with well developed organisational and planning skills, with a demonstrated ability to prioritise a demanding workload.
- Sound computer skills, intermediate word processing skills, spreadsheet and database skills.

Qualifications/Licenses

- Relevant qualifications, skills and/or experience in social work, youth work, criminology, community development and or a related human services field
- A Working with Children Check clearance is mandatory for this role
- A current drivers licence

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**
Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts open role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances
- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Red Cross Ethical Framework and Child Protection Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters