

## Position description

Title of role:	Volunteer
Program Area:	Step Forward
Location:	South West Sydney
Reports to:	Volunteer Coordinator
Last Revised:	1 March 2021

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## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

### Participation:

- We promote participation and transform lives and communities
- We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

## Our approach to service delivery

Our services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities for people with a mental health issues, disabilities and their families.

All our services and advocacy programs:

- Support and create opportunities for building wellbeing
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Role Summary

Volunteers assist with social inclusion by supporting participants in a range of activities, such as joining social interest groups, exploring different activities or hobbies, and building confidence in connecting with their local area, such as the gym, neighbourhood, library, parks, art galleries, and walking paths. Volunteers are guided by the participant, by finding out what 'community' means to them and how they would like to participate. Volunteers have pre-existing knowledge of the local community, enabling varied opportunities for community connection.

## Program Summary

Step Forward has been created to assist Wellways participants in South West Sydney to achieve their social and activity needs. Working according to recovery principles and supporting people to achieve their chosen goals can eventually mean that they no longer require our services. Wellways recognises that the loss of those services can sometimes lead to a reduction in a participants' sense of social connection and meaningful activity. This program promotes peer to peer befriending as an integral part of the recovery journey by assisting our participants to bridge the step from our groups and activities to those more generally available in the community.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Participate in meetings and/ or training</li> <li>• Understand the policies and procedures relating to your role</li> <li>• Abide by Wellways values and respectful relationships</li> <li>• Work in a safe manner, use safe manual handling, displaying positive behaviours</li> <li>• Willingness to participate at least once a fortnight</li> <li>• Participate in review with Volunteer Coordinator</li> <li>• Promote community inclusion</li> </ul>
<b>Selection Criteria: Capacity to</b>	<ul style="list-style-type: none"> <li>• Be accepting, patient, respectful and non-judgmental</li> <li>• Be reliable</li> <li>• Comply with program guidelines</li> <li>• Set and apply boundaries</li> <li>• Ability to self-reflect</li> <li>• Care for yourself</li> <li>• Work independently and as part of a team</li> <li>• Use effective communication skills</li> <li>• Effectively link in with local community</li> <li>• Comply with confidentiality and duty of care guidelines</li> <li>• Satisfactorily complete processes and requirements</li> </ul>
<b>Application Process:</b>	<ul style="list-style-type: none"> <li>• Attend an interview and provide two referees</li> <li>• Obtain NDIS Orientation Certificate (online-free certificate)</li> <li>• Attend training and induction</li> </ul>

	<ul style="list-style-type: none"> <li>• Satisfactorily complete a national police check (Wellways Australia pays for this)</li> <li>• Satisfactorily demonstrate a capacity to meet the volunteer program criteria</li> <li>• Obtain a Working with Children Check and nominate Wellways Australia as the organisation (Free for Volunteers)</li> </ul>
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## Essential Requirements, Knowledge, Experience and Skills

<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Knowledge of local community</li> <li>• Life experience</li> <li>• Empathy, caring, compassionate</li> <li>• Open to constructive feedback</li> <li>• Self-motivated</li> <li>• Be able to catch public transport</li> <li>• Appropriate IT skills</li> <li>• Mobile Phone is necessary</li> </ul>
<b>Potential Benefits to the volunteer</b>	<ul style="list-style-type: none"> <li>• Potential opportunities for future paid employment within our programs</li> <li>• Opportunity to gain an employment reference from Wellways</li> <li>• Vital work experience within the mental health, care and disability sector</li> <li>• Develop new skills through training and ongoing education</li> <li>• Develop a broader understanding of mental health, disability, care and recovery</li> <li>• Contribute to reducing stigma and increasing mental health literacy in the community</li> <li>• Apply lived experience to foster positive change in communities</li> </ul>

## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:

As per delegation schedule

## Wellways Organisational Chart

