



## NOSH Volunteer Position Description

<b>Title:</b>	NOSH Volunteer
<b>Program:</b>	NOSH Program
<b>Hours:</b>	4-8 hours per fortnight (generally during business hours, but some evening/weekend work in the future)
<b>Duration:</b>	Minimum of 12 months, once training complete
<b>Location:</b>	Wyndham, Victoria
<b>Key Whitelion staff member:</b>	Charlotte Kelberg
<b>Contact details -</b>	<b>Phone:</b> 0414-322-178 <b>Email:</b> Charlotte.kelberg@whitelion.asn.au

**Whitelion** is a non-profit organisation that supports disadvantaged young people and helps to make our community a more inclusive and safer place. Each year, thousands of young people are disconnected from their families and community due to abuse, neglect, drug addiction and poverty. These young people have often had challenging life experiences with few positive role models, and are caught in a 'cycle of discouragement'. Many of them end up in Out-of-Home Care, the Youth Justice System or homeless. Whitelion works to give these young people the best chance to 'break the cycle' through outreach and mentoring services, positive role modelling, employment services and the opportunity to build positive and meaningful lives.

Whitelion is committed to:

- Changing the lives of homeless and at-risk young people by working with them individually, offering long-term and focused intensive support; and
- Supporting disadvantaged young people to live more positive and fulfilled lives.

### Key role

To support young people in the Wyndham region (aged 12-25) considered to be at-risk through the NOSH program (Nutrition, Outreach Support and Health). This will be done with the support of Whitelion staff over a minimum of a 12-month period (minimum).

### About the position

The aim of the NOSH program is to provide nutritional support and youth focused services to highly vulnerable young people through mobile outreach in the Wyndham area. Our volunteers will be engaged in the daily functioning of this program by providing assistance in the stocking/unstacking of the NOSH van, engagement of young people in our service, distribution of material aid, advice and information on health, nutrition and other services, referrals for internal case management by the coordinator/street outreach workers, food deliveries/pick-ups and data collection.

NOSH Volunteering offers many opportunities. If accepted into the program you will:

- receive regular support and training from our staff
- be able to connect with young people be challenged and rewarded on a personal and intellectual level; and
- gain a greater understanding of the community in which you live.

People interested in volunteering are required to:

- complete an application form and submit their current resume
- undergo an interview with a staff member during business hours;
- take part in a compulsory full day training session on a Saturday in West Melbourne
- undergo a police check and reference checks;
- commit to obtaining a volunteer Working with Children Check; and
- commit to ongoing support, training and supervision provided by the NOSH Coordinator

### Accountabilities

- Build constructive relationships with young people in the community, community stakeholders, community drop off-sites and Whitelion staff
- Maintain a commitment to the program for at least one year once training is complete
- Engage with young people without prejudice and meet them where they are at
- Provide non-judgemental support and respect for young people in the community
- Abide by the Whitelion Code of Conduct
- Commit to volunteering for one shift per fortnight (4-8hours) generally during business hours but may include some evening/weekend work in the future.
- Contact the coordinator with any changes, issues or concerns as soon as possible
- Maintain, at a minimum, monthly contact with your Coordinator:
  - engage in supervision as required;
  - provide information about the progress of your role;
  - seek guidance when ethical dilemmas arise; and
  - respond to invitations for training and activities in a timely manner.
- Attend ongoing training and other Whitelion organised activities.
- Have respect for the systems in which Whitelion's young people are placed and the key people in their lives.
- Represent Whitelion positively and act as a positive role model in all interactions in the community.

### Days and times of volunteer work

4-8 hours per fortnight at a time (generally during business hours) that is negotiated between the volunteer and the coordinator, and is suitable and convenient for both parties.

## Key Attributes of NOSH volunteers-

- 1. Communication skills:** Volunteers are friendly, engaging and able to establish communication in a non-judgemental and appropriate manner. They are able to develop active listening skills and communicate with empathy and integrity that fosters trust.
- 2. Self Awareness:** Volunteers have awareness of their strengths and weaknesses and are able to ask for help and support. They are able to set boundaries. They recognise their feelings and prejudices and aim to manage their emotions such that they can respond to situations in a considered way.
- 3. Team work:** Volunteers work well with others and are able to take initiative while remaining accountable to Whitelion's policies.
- 4. Resilience:** Volunteers demonstrate commitment and reliability whilst remaining flexible and sensitive to a given situation. They persevere to achieve goals even in the face of obstacles, cope effectively with disappointments and setbacks, remain calm under pressure and accept constructive criticism without becoming defensive.
- 5. Interests:** Volunteers have a range of interests that they may be able to share with a young person and are also open to exploring and encouraging the interests of a young person.
- 6. Diversity:** Volunteers have an appreciation of diversity in the community. They are willing to challenge the stereotypes they carry about those who are different from themselves.
- 7. Ethics:** Volunteers have an appreciation of ethical issues and can be entrusted to behave appropriately around vulnerable people and seek guidance when ethical dilemmas arise.
- 8. Outlook:** Volunteers demonstrate a generous and positive outlook. They are self-confident and enthusiastic. Volunteers do not try to 'save' or 'fix' young people. They are open to learning from their young person as well as developing mutual interests. They are able to relax and have fun.
- 9. Confidentiality:** Volunteers respect the confidentiality of information shared by their young person whilst maintaining an awareness of the statutory and moral obligations of Whitelion.

## Personal values of volunteer

Volunteers' personal attributes and values should reflect those of the organisations. Volunteers should be:

- **Committed:** works as hard as they can to be the best they can be, individually and collectively, and to 'hang in there' with young people no matter what.
- **Real:** is true to both themselves and others and will be open, honest and genuine in their dealings with young people, their families, colleagues, other partners and stakeholders.
- **Collaborative:** truly appreciates diversity of thought and genuinely values the input that others can make, and works in partnership to implement the best possible outcomes.
- **Courageous:** is confident and passionate enough to step up and make a difference; is proactive; and makes a positive effort to change things for the better.
- **Innovative:** explores new ways of working to drive personal, team and organisational growth, as well as the growth of partnerships.
- **Professional:** aspires to continually meet standards of best practice and to be the best they can be, individually and collectively.
- **Passionate:** has infectious enthusiasm in every interaction, and looks for what is possible – and what can be done – and does it.

*Please return your NOSH Volunteer application form and resume to [charlotte.kelberg@whitelion.asn.au](mailto:charlotte.kelberg@whitelion.asn.au) or by post to:*

**Charlotte Kelberg (NOSH)**

155 Roden Street,  
West Melbourne,  
VIC 3003

*Thank you! We look forward to meeting you.*

