



## Chatterbox Outreach Volunteer Position

---

<b>Title:</b>	Chatterbox Outreach Volunteer
<b>Program:</b>	Chatterbox Program
<b>Hours:</b>	4-5 hours a fortnight (1 shift per fortnight)
<b>Duration:</b>	Minimum of 12 months
<b>Location:</b>	Adelaide - northern suburbs
<b>Key Whitelion staff member:</b>	Jessica Graham
<b>Contact details -</b>	
<b>Phone:</b>	0422 155 862
<b>Email:</b>	jessica.graham@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

Engage in a relaxed and non-judgemental team environment offering food and crises supplies to young people aged 12-25 over a minimum of 12 months. Chatterbox Volunteers will be the first point of contact for young people engaging with the service and will also take on a proactive role in providing assertive outreach, thereby engaging with young people who are not necessarily seeking support.

## About the position

The aim of the Chatterbox program is to provide crisis support, referrals and youth focused services to highly vulnerable young people through mobile outreach. Our volunteers will be engaged in the daily functioning of this program by providing:

- Engagement with young people
- Distribution of material aid
- Connect young people to paid staff
- Taking referrals for internal case management by the coordinator
- Occasional assistance with events and promotion activities
- Food deliveries/pick-ups
- Data collection
- Assistance in setting up and unpacking the bus

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
- Undergo reference checks
- Commit to obtaining a volunteer Working with Children Check; and
- commit to ongoing support, training and supervision provided by the Chatterbox Coordinator

## Days and times of volunteer work

We will send out an expression of interest for shifts at the start of every month and volunteers can nominate when they would be available. We hope volunteers could do 1 shift per fortnight but understand that availability would change from time to time.

## Key Attributes of 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.

## Volunteer Values

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.