

VOLUNTEER POSITION DESCRIPTION

Emergency Relief Volunteer

Program Name:	Information, Referral & Support
Location:	161 Chapel St, St Kilda + travel for ER collection
Hours per week:	4 hours per week (flexible on Monday, Tuesday or Friday)
Reports To:	Catrina Sofo (IRS)
Key Relationships:	Foodbank and other Emergency Relief partners

ORGANISATION OVERVIEW

Port Phillip Community Group (PPCG) is a not-for-profit organisation governed by a community-based Board of Directors. PPCG provides services to individuals and families from a wide range of backgrounds and with a diverse set of needs. People using our services may be managing multiple and complex issues such as mental and physical health needs, housing insecurity, family violence, chronically low income, drug and alcohol dependency, and unemployment.

Our service model incorporates a client-centred, open-door policy combined with collaboration and partnerships that build on feedback from key stakeholders and the community. Our work includes:

- Information, referral and support including emergency relief and material aid
- Financial counselling, tax help, and no interest loans
- Community engagement and inclusion through social, recreational and well-being groups
- Education and skills development along with pathways to employment
- Advocacy to reduce inequity, social exclusion and poverty.

PROGRAM OVERVIEW

PPCG has a comprehensive Emergency Relief (ER) program which enables vulnerable community members to access food, toiletries and other basic essentials. As ER Volunteer, you will support all areas of our ER program from liaising with our donor partners, collecting and transporting emergency relief, entering service data and contributing ideas to the overall improvement of the ER program.

KEY RESPONSIBILITIES

- Liaise with supervisor or key PPCG staff to organise ER collections.
- Operate a vehicle to collect ER from our key partners and transport it to PPCG offices/warehouse.
- Assist with the safe unloading and storage of items.
- Pack individual food parcels for distribution.
- Enter key data ER into our Client Management System and spreadsheets.
- Provide insight and support to Service Coordinator to improve the ER program.
- Follow any policies and procedures required by our partners and donors when visiting their sites.
- Assist us by maintaining positive relationships with staff at partner organisations.
- Follow PPCG policies and procedures.
- Follow Worksafe and OHS Guidelines to ensure safe manual handling.

KEY SELECTION CRITERIA

- Driver's licence.
- Willingness to use own vehicle or a hire vehicle (volunteers will be compensated for petrol usage).
- Physical fitness and mobility required to lift and move items in and out of sites and vehicle.
- Good digital skills with knowledge of Microsoft Office suite.
- Flexibility to the needs of PPCG and an understanding of the dynamic and changing environment of community services.
- Good interpersonal skills.

Desirable

- Previous experience in Emergency Relief or Community Services will be highly regarded.

Essential criteria for all PPCG volunteer and staff positions

- Commitment to the philosophy and principles of PPCG
- Adherence to the policies, procedures and practices of PPCG
- Commitment to providing and maintaining a safe and healthy working environment for all
- Successful completion of a National Police Check and a Working with Children Check if required.

VOLUNTEER CONDITIONS

Volunteers will undertake all duties in a professional manner, respecting at all times the rights and dignity of others, keeping confidential any and all information in relation to this position, including client and volunteer information.

I acknowledge that:

- I understand the requirements of, and am prepared to undertake the duties and responsibilities stated above
- This position description will be reviewed regularly in consultation with me, and
- I will be subject to a three (3) month probationary period from my commencement date after which my ongoing commitment will be reviewed.

I have read and understood the contents of this position description and in signing this document I agree to be bound by the terms and conditions contained within this statement of duties:

Print Name:	
Signature of Volunteer:	
Date:	