

VOLUNTEER ROLE STATEMENT

POSITION	Parent Place Volunteer
CLASSIFICATION	Volunteer
DEPARTMENT	Parent Place
SECTION	Family & Children's Services
APPROVING MANAGER	Coordinator Early Years Partnerships

VOLUNTEER POSITION DECLARATION

I have read and understand the requirements and expectations of this Role Statement. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Role Functions and Expectations. I understand that the information and statements in this Role Statement are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

NAME OF INCUMBENT:

SIGNED:

DATED:

1. ORGANISATIONAL CONTEXT

Council continues to strive for excellence in delivering a range of early childhood education and care services to children and family in ways that are of high quality, innovative and responsive to individual needs. Council is the key planner in the provision of early years services.

Parent Place exists to support families with young children to thrive, providing timely and relevant information and community connection in a welcoming, inclusive and safe environment. Families can visit Parent Place to feed and change their babies and have a play. Families also visit Parent Place for information on services relevant to young children including playgroup, Maternal and Child Health, childcare, Family Day Care, immunisation and kindergarten including kindergarten registration. Parent Place utilises its Facebook page to share resources, information and activities.

Parent Place is staffed by volunteers and the Parent Place Facilitator. Family and Children's Services staff also work in the co-located offices.

Parent Place is located at 39 Sturt Street (corner Sturt & Albert Streets) and operates Monday to Friday (times dependent on COVID-19 restrictions and operational demands). Parent Place also operates at pop-up locations such as the Begonia Festival and other locations as deemed appropriate.

2. GENERAL INFORMATION

Thank you for your interest in volunteering for the City of Ballarat's Parent Place. The following information is for your guidance to ensure that the people accessing Parent Place receive the best possible service and are supported to connect with community and access early years services and supports.

3. REQUIREMENTS FOR VOLUNTEERS

All potential volunteers will be interviewed by a City of Ballarat staff member. We also require:

- Details of two referees
- Attendance at volunteer meetings as required
- Completion of the City of Ballarat induction session and a commitment to relevant training, including COVID safe practices and Child Safe Standards
- Adhering to the City of Ballarat Child Safe Policy at all times and upholding our statement of commitment to child safety
- Adherence to all City of Ballarat policies and Procedures, including Confidentiality and Code of Conduct
- Commitment to at least 1 x 2-hour shift per week (dependent on COVID-19 restrictions)
- A Working with Children Check and Police Check or willingness to obtain them (City of Ballarat will cover cost for Police Check).
- Flexibility and the ability to work effectively as part of a team with other volunteers and council staff
- A non-judgemental and pro-active attitude
- Active involvement in Parent Place programs and associated activities

4. ROLE FUNCTIONS

- Greet visitors to Parent Place upon entry, ensure check-in is completed and complete attendance forms for all visitors to the facility.
- Provide information about activities and services in Parent Place and other City of Ballarat early years services with support from City of Ballarat staff members.
- Ensure that all COVID safe guidelines and practices are adhered to and that you are familiar with the procedures in case of an emergency.
- Clean resources and encourage all visitors, including children to put toys and equipment away.
- Seek the assistance of the Parent Place Facilitator or another City of Ballarat staff member if necessary.
- Actively engage with members of the public attending Parent Place in a positive, helpful and non-judgemental manner

5. OPERATING TIMES

The hours of operation are Monday to Friday 10am - 2pm (dependent on COVID-19 restrictions and operational requirements).

6. PERSONAL SPECIFICATIONS

Volunteer Rights

- To be treated with respect.
- To be kept informed about the service and its associated policies and procedures.
- To receive induction and training for the position.
- To receive guidance, support and supervision to perform tasks required.
- To make suggestions on ways to improve the service.
- To be free of discrimination or harassment because of race, religion, gender, sexual orientation, marital status, age or disability.
- To have access to an impartial complaints resolution procedure.

Volunteer Responsibilities

- To be reliable and punctual.
- Advise the Parent Place Facilitator via email or phone, as soon as is practicable, if unable to attend a rostered shift.
- To carry out tasks in a friendly, professional manner.
- To attend meetings, training and meet compliance requirements.
- To treat visitors, fellow volunteers and staff with respect.
- To work free of the effects of drugs and or alcohol.
- To refrain from discussing any personal details of participants, staff and other volunteers with anyone other than the Parent Place Facilitator.
- To ensure privacy and confidentiality is maintained at all times.
- To adhere to the City of Ballarat Child Safe Policy at all times and uphold our statement of commitment to child safety.

From a Health and Safety perspective, the City of Ballarat requires volunteers to do the following:

- Follow City of Ballarat policies and procedures
- Report hazards and other unsafe practices
- Report injuries as soon as possible to your Manager/Supervisor
- Participate constructively in all forums set up to investigate, improve or communicate safety.

Visitors Rights

- To receive services without discrimination
- To be informed about what other services are available to them
- To privacy and confidentiality
- To view any information about them held by the service
- To courteous, honest and respectful treatment by staff and volunteers
- To provide feedback and express their concerns about the service provided to them
- To have complaints dealt with fairly and promptly