VOLUNTEER POSITION DESCRIPTION
COMMUNITY SUPPORT WORKER — INTERVIEWER

1. POSITION OBJECTIVES

Provide local people with information, advice and skills so they can become more self-reliant.
Provide emergency relief and organise referrals to assist people in crisis.
Ensure the best options are offered to meet each individual's circumstance.

2. DUTIES

Interview and assess people who contact Community Support Frankston seeking information and/or support either in person or by telephone.

3 RESPONSIBILITIES

1. Interview & assess clients impartially in relation to their needs and enquiries
2. Supply appropriate support to clients and follow up situations where required
3. Provide accurate information and/or referral to appropriate agencies
4. Advocate and negotiate on behalf of the client when required
5. Consult with the Team Leader, Operations Coordinators or Manager when in doubt or unsure of planned action
6. Maintain an enthusiastic, cooperative and friendly approach when working with agency staff, volunteers, clients and referring agencies
7. Maintain current knowledge of the agency's information resources
8. Maintain an understanding of local current issues
9. Participate in an annual performance appraisal with the Manager or an Operations Coordinator, or both, or a person nominated by the Manager
10. Be aware of and adhere to Community Support Frankston policies and procedures
11. Abide by the agency's Code of Ethics
12. Attend a minimum of five in-service training sessions annually

4. PERSONAL QUALITIES

1. Outgoing with a friendly personality
2. Interpersonal, problem-solving, listening and communication skills
3. Literacy and writing skills
4. Able to communicate with people facing a diverse range of problems, both in person and over the telephone
5. Accepting of other people's values and lifestyles
6. Able to relate to people from various walks of life
7. Have a non-judgmental attitude
8. Work within a team environment
9. Willingness to develop new skills
10. Be aware of your own strengths and limitations
11. Possess an interest in undertaking relevant on-the-job training
12. Able to take direction from the Manager, Operations Coordinators and staff appointed by management

5. EXPERIENCE AND QUALIFICATIONS

1. Possess life skills appropriate to the work of the agency, e.g., communication, problem-solving, listening and comprehension skills

2. Competent operating a PC

3. Experience using Microsoft *Office* and databases

4. Capacity to manage a number of different tasks simultaneously

5. All trainee Community Support Workers must complete the accredited CHCCS416B *(Assess and Provide Services to Clients with Complex Needs)* or equivalent qualification before being entered on the interviewing roster for a continuous probationary period

6. During their probationary period, the Manager and/or the Operations Coordinators (or a person selected by them) must be satisfied with the trainee's knowledge of CSF policy and procedures, and understanding of the information system. The trainee will undergo observation and performance appraisal in a number of interview situations and is required to demonstrate satisfactory performance in these situations

7. After a trainee has successfully completed their probationary period they will be eligible for endorsement as a Community Support Worker by CISVic. A performance appraisal will take place on completion of the probationary period and further performance appraisals will occur as required by management

8. Prior to enrolling in the CHCCS416B (Unit of Competency) volunteers must complete an agency orientation entailing undertaking various non-interviewing tasks, e.g., observation of work undertaken as an interviewer, agency's reception duties and information management

6. REPORTING

This position reports to the Operations Coordinator

7. TIME COMMITMENT

1. A minimum of one half day per week

2. The Roster Coordinator is to be notified by 9:00am either by email or phone if you are unable to attend your shift for that day.