

**“Volunteering is time willingly given for the common good and without financial gain.”**

Volunteering Australia

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<b>Volunteer Role title:</b>	Children’s Group Support
<b>Time required:</b>	Weekly, Tuesdays 3pm – 6pm, min. 6 month’s commitment
<b>Program Area:</b>	Homeless Children’s Specialist Support Service (HCSSS)
<b>Supervisor:</b>	HCSSS Group Worker
<b>Location:</b>	City of Port Phillip (St Kilda, South Melbourne, etc.)

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## About Launch Housing

**Launch Housing** is an independent Melbourne based community organisation with an ambitious and singular mission to end homelessness. We believe housing is a basic human right that affords people dignity. Everyone has a right to a home and it is our job to make this happen. We were formed in 2015 following a merger of two well-respected agencies – *Hanover Welfare Services* and *HomeGround Services*. Driven by our values of Empowerment, Fresh Thinking, Agility, Leadership and Courage, we aim to get people housed, keep them housed and be an influential voice on ending homelessness.

Launch Housing provides high quality housing, support, education and employment services to thousands of people. We also drive social policy change, advocacy, research and innovation. People are at the heart of everything we do at Launch Housing. With more than 500 staff working across 14 locations in Melbourne, every person, regardless of their role, contributes their expertise and passion towards our vision to end homelessness in Melbourne. This is what makes us a dynamic, effective and innovative organisation. Volunteer with us and help us achieve our mission to end homelessness!

To find out more, visit our website at – [www.launchhousing.org.au](http://www.launchhousing.org.au)

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## Role Purpose & Impact

HCSSS supports children that have experienced homelessness and/or family violence. The HCSSS is a unique program in that the child or young person is our client. HCSSS provides a range of services including information and secondary consults, enhanced case management, group work, psychological services and educational support.

Once a week, the Children’s Playgroup provides an invaluable opportunity for children to interact with their peers, play, learn and receive a meal. The purpose of the program is to provide children residing in temporary crisis accommodations with a recreational activity, as well as provide caregivers with some respite during this time. It also allows for children to become linked to their local community and engage with local children and positive role models (staff and volunteers). As a volunteer, you can make a difference in the lives of children and people experiencing homelessness through positive role modelling and providing valued support to the HCSSS staff, our team of volunteers and client communities/children with after-school care and transport.

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## Role Activities & Responsibilities

The role includes but is not limited to:

- Engage in play with children
- Transport children from school to group; and then, from group to home
- Assist with dinner duties and ensuring children receive a meal
- Role model positive behaviour and attitudes
- Ensure the safety of children at all times
- Report any concerns to staff if a child or caregiver discloses any information that places them or someone else at risk
- Other duties as discussed and agreed

## Key Selection Criteria

To be successful in this volunteer role, you will possess the following skills and attributes:

1. Genuine interest in supporting children and young people
2. Excellent customer service and communication skills, including a warm and personable manner
3. Ability to role model positive behaviour and attitudes to children
4. Reliability and punctuality – including ability to commit to a minimum of 6 months in role\*
5. Ability to work independently, as well as effectively as part of a team
6. An understanding or willingness to understand homelessness, and in particular, the needs and issues affecting clients who are experiencing or at risk of homelessness
7. Valid driver's license

## Desirable

- Experience working with people from diverse backgrounds
- Experience dealing with challenging behaviours

*\*We require a minimum length of commitment from volunteers to assist us with client continuity, organisational resources and service stability*

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## Other Requirements

- Satisfactory completion of a one month trial in the role
  - Agreement to adhere to standards, policies and procedures as outlined in organisational policies, Volunteer Agreement and Volunteer Guide
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## Pre Placement Screening

LH has mandatory responsibilities to undertake thorough recruitment screening of staff, volunteers and students. Checks are conducted in strict confidence. Prior to commencing in any role, you must:

- Provide two appropriate referees for staff to complete satisfactory reference checks
- Hold a current Working With Children Check – obtained by volunteer during recruitment (no cost)
- Participate in Police history checks and record satisfactory outcome (arranged and paid for by LH – applicant to submit ID documents)

*An applicant is not automatically precluded from appointment on the basis of having a police record. If a disclosable outcome results from a check, we will meet with the applicant to discuss this.*

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## Training and support

- Site specific Training and Induction
- Ongoing supervision and support
- New volunteer check in within first two months to check on role suitability
- Access to Launch Housing training opportunities
- Access to Launch Housing Employee Assistance Program (EAP)

**Volunteers are a valued part of our shared workforce  
who contribute vital support to our vision to end homelessness**