

<b>Position title:</b>	Social Support Volunteer	<b>Availability:</b>	Minimum 3-7 hours per week
<b>Report to:</b>	Team Leaders & Case Managers	<b>Location:</b>	High density areas of refugees and asylum seekers

## About Settlement Services International (SSI)

Settlement Services International (SSI) is a leading community-based not-for-profit organisation that provides a range of services in the areas of refugee settlement, asylum seeker assistance, housing, multicultural foster care, disability support and employment services in NSW.

Our vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their potential.

### At SSI, we value:

- Social justice - Equity and access for all
- Diversity - Respecting diversity and being non-discriminatory
- Compassion - Caring, empathy and respect for the dignity of others
- Respect - Co-operation and mutual respect

### In delivering our services, we value:

- Quality - Dynamic, flexible and responsive service
- Ethics - Professional practices and accountability
- Innovation - Commitment to partnerships and excellence

## Purpose:

To support refugee and asylum seeker clients to settle in Australia by assisting them to access local services, build their social networks, understand Australian cultural practices, and learn how to use public transport.

## Specific duties and responsibilities:

*Can include one or more of the following:*

- Assist clients to access key services and learn how to make appointments independently
- Assist clients to understand how systems and processes within Australia work
- Assist clients to become familiar with their local community including local shopping centres, community centres and help with finding culturally relevant shops
- Assist clients to learn how to use public transport
- Assist clients to connect with the broader community and build their social networks
- Assist with other duties as needed that provide support to clients and are consistent with SSI's values and policies
- Remain committed to and uphold the values of SSI
- Maintain regular contact with Volunteer Program staff and/or assigned Case Manager and report on activities as required

## Skills, Knowledge & Experience:

<b>Mandatory Documents:</b>	Working with Children Check <input checked="" type="checkbox"/> Police Clearance <input checked="" type="checkbox"/> <i>(These checks will be conducted by SSI)</i>
<b>Essential Experience:</b>	<ul style="list-style-type: none"> <li>Ability to use public transport and navigate around Western Sydney by using 131500 Transport Info, timetables and maps, etc.</li> </ul>
<b>Desirable Experience</b>	<ul style="list-style-type: none"> <li>Knowledge of relevant services in Western Sydney</li> <li>Previous experience with people from culturally and linguistically diverse (CALD) backgrounds</li> </ul>
<b>Skills, knowledge and specialist expertise:</b>	<ul style="list-style-type: none"> <li>Proficiency in a relevant community language including Arabic, Tamil, Dari, Farsi, Burmese, Rohingya, Karen, Nepali, and other community languages as required.</li> </ul>

## Benefits:

**Reimbursement:** Volunteers will be reimbursed for all public transport costs incurred while volunteering. Volunteers will also be reimbursed for mileage while using own vehicle to travel to the volunteer work (volunteers will not be transporting clients in their own car).

**Training:** Volunteer induction and ongoing trainings are provided free of cost.

**Mailing List:** Volunteers will be included on SSI's internal mailing list where they will be kept up to date with volunteer opportunities, news about the achievements and contribution made by volunteers, job opportunities, and events that are occurring within and outside of SSI.

**Volunteer Recognition:** Volunteers at SSI are appreciated and recognised through annual events each year.

## Authorisation:

Volunteer Name \_\_\_\_\_

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Volunteer Program Signature \_\_\_\_\_ Date \_\_\_\_\_