

## Volunteer Opportunity

<b>Position title:</b>	Welcome2Sydney Community Support Assistant	<b>Commitment</b>	Minimum once a fortnight for six months; flexible availability including weekends and after work hours.
<b>Report to:</b>	Welcome2Sydney Project Officer	<b>Location:</b>	City of Sydney LGA

### About Settlement Services International (SSI)

SSI is a community organisation and social business that supports newcomers and other Australians to achieve their full potential. We work with all people who have experienced vulnerability, including refugees, people seeking asylum and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality.

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 – Cooperation 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:

Welcome2Sydney is a project co-designed by City of Sydney and SSI. The project aims to encourage inclusiveness and strengthen a sense of belonging by involving ambassadors from the City of Sydney local government area (LGA), to engage in community acts of welcoming refugees/new arrivals.

The Welcome2Sydney Community Support Assistant will assist families and individuals to navigate and build their independence on public transport from their local station into the City of Sydney. The Welcome2Sydney Community Support Assistant will also ensure families and individuals can communicate with Ambassadors by providing language support when needed.

### Specific duties and responsibilities:

- Assist refugees to attend activities in the City of Sydney LGA by accompanying participants using public transport
- Provide language support when needed
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by the Welcome2Sydney Project Officer and Welcome2Sydney ambassadors during activities

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### Position requirements:

<b>Background checks</b>	Working with Children Check <input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> Reference Check <input checked="" type="checkbox"/> <i>(N.B. The police check will be paid for by SSI)</i>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Knowledge of public transport</li> <li>• Be warm, friendly and welcoming</li> <li>• Excellent communication and interpersonal skills</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Proficiency in one or more of the following community languages: Arabic or Farsi</li> <li>• Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds</li> <li>• Interest and involvement in local communities and events</li> </ul>

### Benefits:

**Reimbursement:** Volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses. Volunteers using their own vehicle will need to provide SSI with photocopies of their driver's licence, comprehensive car insurance and compulsory third party insurance.

**Training:** Volunteers will be provided with access to SSI's flexible, extensive and innovative training program as well as an orientation about the project and role.

**Being a member of the SSI Community:** Volunteers will be kept up-to-date with all of SSI's important news, events and opportunities.

### Authorisation:

Volunteer name \_\_\_\_\_

Volunteer signature \_\_\_\_\_ Date \_\_\_\_\_

Volunteer program signature \_\_\_\_\_ Date \_\_\_\_\_