

Be Connected Program Coordinator Volunteer

April 2018

Camcare was established in 1976 to meet the needs of people in the local area who sought community support.

Camcare is a community-based organisation that operates from two sites at:

- Ashburton
- Camberwell

Camcare delivers support services principally to individuals and families living in the City of Boroondara, and in addition the Integrated Family Services team provides family services support as part of Inner East Integrated Family Services Alliance. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

Camcare receives funding from local, state and federal governments. It also attracts funds through the support of private donations, philanthropic trusts and the community sector.

General Information:

Position title: Be Connected Program Coordinator Volunteer
Reports to: Manager Community Support Services
Organisation: Camcare Inc.
Rate of Pay: Voluntary Position
Hours of Work: 4 hours per week

Background and Position Objectives

Be Connected is an Australia wide initiative empowering all Australians to thrive in a digital world. Camcare is a community partner of the Be Connected Network which offers in-person support for older people to develop their digital skills and confidence. This personalised tutoring is developed by Volunteer Tutors. More information is available at:

<https://beconnected.esafety.gov.au/>

Key responsibilities

- Maintain documentation related to the program
- Assist with the Volunteer Tutor recruitment process
- Advertise and manage enquiries about the program in liaison with the Reception Team

- Organise rosters matching Volunteer tutors to clients
- Assist the Community Support Services Manager as required in support of the program

Selection Criteria:

- Ability to work co-operatively with other staff as part of a team.
- Demonstrated empathy and a non-judgmental attitude to clients at all times.
- Capacity to exercise independent judgment and work autonomously, managing a team of volunteer tutors.
- Ability to effectively work with people from various socio-economic levels and cultural backgrounds demonstrating an inclusive attitude.
- Capacity to be flexible and accommodate change.
- Willingness to learn on the job and to develop new skills as required.
- Sound verbal and written communication skills. Demonstrated computer literacy in a range of software programs. Communication via email is required.
- Commitment to attend training sessions as delivered by Be Connected.

Relevant Personal Characteristics:

- Reliability and integrity
- Patience with slow learners
- Independent and proactive approach to work responsibilities
- Strong customer service approach
- Compassionate with an orientation for social justice

Generic:

- All staff are required to participate in a range of continuous improvement and quality assurance processes, as required.
- To work co-operatively with other staff members, providing the necessary support and assistance as appropriate

Tenure: A minimum commitment of one year followed by annual review.

Police Check and Working with Children Check:

All staff will be asked to undertake a police check and Working with Children Check before commencing duties with the agency.

Ethical Requirements:

All Camcare employees are required to adhere to Camcare’s Code of Ethics.

- **Policy**
All staff will abide by Camcare’s policies and practices.
- **Philosophy of Camcare’s work**
All staff will work within the philosophical guidelines set out in the Aims and Objectives in the Constitution.

Signature of Incumbent _____ Date _____

Signature of CEO: _____ Date _____