

# Volunteer Role Description

## Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18 years and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation as well as supporting many others via outreach services. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

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| <b>Name of Volunteer</b>   |   |
| <b>Role Title</b>  | Gardener  |
| <b>Program/Location</b>  | Location to be advised. All gardens are near each other in the Adelaide CBD.  |
| <b>Start Date</b>  | To be advised   |
| <b>End Date</b>  | 31 December 2025  |
| <b>Hours and days required per week</b>  | 3-4 hours per fortnight, Monday to Friday. The volunteer will have the opportunity to choose which day suits them best.   |
| <b>Role reports to</b>   | TBC   |
| <b>Role overview and purpose; how it relates to Catherine House’s mission and other projects</b> | Catherine House has a range of small, low maintenance gardens that provide pleasure and sanctuary for clients. The purpose of this role is to keep these gardens looking their very best to enhance the beauty of our outdoor areas which also helps the recovery of clients, as they are directly impacted by their environment. |
| <b>Key Responsibilities</b>  | <ul style="list-style-type: none"> <li>• Pruning, some mulching, weeding and general tidying</li> <li>• In consultation with Catherine House, plant seasonal bulbs/annuals or succulents to enhance the visual and sensory experience of the garden</li> </ul>  |
| <b>Skills and experience required for the role</b>   | <ul style="list-style-type: none"> <li>• Passionate and knowledgeable gardener</li> <li>• Previous gardening experience</li> <li>• Good communication style</li> <li>• Ability to work sensitively and positively</li> <li>• Consistent commitment and reliability</li> </ul>   |
| <b>Training Requirements</b>   | <ul style="list-style-type: none"> <li>• Induction to Catherine House</li> <li>• WHS Induction</li> <li>• Briefing on how best to interact with clients</li> </ul>  |
| <b>Benefits for the Volunteer</b>  | <ul style="list-style-type: none"> <li>• Able to contribute to clients’ wellbeing</li> <li>• Opportunity to understand the role of Catherine House and contribute to supporting women who are experiencing a period of homelessness</li> </ul>  |
| <b>Benefits for Catherine House</b>  | Well maintained gardens which provide appealing spaces for staff and clients.   |
| <b>Other requirements of the role</b>  | <ul style="list-style-type: none"> <li>• Induction</li> <li>• Current NDIS Worker Screening Check and current Working With Children Check</li> <li>• Compliance with the Codes of Conduct and other relevant policies</li> </ul>  |
| <b>Upon arrival instructions</b>   | <ul style="list-style-type: none"> <li>• Check in with staff</li> <li>• Garden walk-through with staff to see what’s needed</li> </ul>  |

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| <b>Dress Code</b>                 | Gardening wear: enclosed shoes or boots, sun safe clothing and appropriate personal protection equipment.  |
| <b>For further information</b>    | <a href="https://catherinehouse.org.au/">https://catherinehouse.org.au/</a>  |
| <b>Special Requirements</b>       | <ul style="list-style-type: none"> <li>• Volunteers need to be aware of and respect the vulnerability of Catherine House clients.</li> <li>• Volunteers also need to be aware of their own vulnerability and seek to maintain their own and clients' safety and perception of safety at all times.</li> <li>• It is important that volunteers avoid giving advice to clients in areas requiring specialist knowledge or that may have legal implications.</li> <li>• Maintaining professional boundaries in the role is important to avoid unintended discussions with a client or sharing of personal circumstances.</li> <li>• Volunteers are officially representing Catherine House and are expected to present and behave in ways which accord with Catherine House's standing in the community.</li> </ul> |
| <b>WHS Responsibilities</b>       | <ul style="list-style-type: none"> <li>• Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the <b>Code of Conduct, the NDIS Code of Conduct</b> and organisational policies, including <b>WHS requirements, as outlined below.</b></li> </ul>   |
| <b>Corporate Responsibilities</b> | <ul style="list-style-type: none"> <li>• Ensure that clients are respected and treated in a non-judgemental way</li> <li>• Maintain and respect resident privacy and confidentiality within the volunteer role outlined above</li> <li>• Attend required meetings and training as appropriate</li> <li>• Work within the philosophy, aims, vision, objectives and culture of Catherine House</li> </ul>  |

I acknowledge that I have read, signed and been given a copy of all applicable policies, Codes of Conduct, and the Volunteer Role Description with Catherine House.

I hereby agree to abide by the terms and conditions stated above.

I understand the Volunteer Role Description will be reviewed as required.

### ACKNOWLEDGEMENT AND APPROVAL

Last updated: November 2022

Approved by Julie Duncan, General Manager:

Date: 06 April 2022

Volunteer Name .....

Signature .....

Date.....

## Role of the Catherine House Worker/Volunteer In the Management of Work Health & Safety

The volunteer/worker is responsible for:

### 1. Commitment.

- Support the development and maintenance of a best practice WHS culture within their workplace.
- Adhere to safe work practices.
- Encourage colleagues and others on the worksite to adhere to safe work practices.

### 2. Legal and Policy Requirements

- Comply with all relevant policies and procedures
- Improve systems of work and safe work practices

### 3. Performance and Training

- Participate in relevant WHS training programs
- Include WHS goals and responsibilities and training in supervision meetings

### 4. Risk Management and Hazard Control

- Report hazards and unsafe workplace practices associated with the workplace
- Suggest improvements or recommend changes to avoid, eliminate or minimise workplace hazards

### 5. Incident Reporting and Investigation

- Report work related injuries and incidents in accord with Catherine House procedures
- Where relevant, participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses

### 6. Consultation

- Consult with colleagues on WHS issues, as required

### 7. Monitoring

- Monitor and evaluate their WHS performance
- Monitor the wellbeing of colleagues to ensure they can undertake their work safely
- Participate in workplace WHS inspections/audits, and assist in the maintenance of WHS facilities, resources, equipment and information, as required

I have read and understood the “Role of the Catherine House Volunteer/Worker in the Management of Work Health Safety” and am aware of my responsibilities for WHS.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_