

## 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 speciality in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

<b>Name of Volunteer</b>	
<b>Role Title</b>	<b>Craft Facilitator Volunteer</b>
<b>Program/Location</b>	Women's Centre
<b>Start Date</b>	To be advised
<b>End Date</b>	31 December 2025
<b>Hours and days required per week</b>	Fridays, weekly 1-3pm
<b>Role reports to</b>	Women's Centre Coordinator (WCC)
<b>Role overview and purpose; how it relates to Catherine House's mission and other projects</b>	This role is to work with clients to provide support and teaching in a diverse range of craft projects. We would like to offer clients the ability to enhance creative skills to produce individual and Catherine House projects. The Craft Facilitator collaborates with the Women's Centre Coordinator to develop craft projects and activities. The Craft Facilitator utilises the available resources, materials and equipment at the Women's Centre
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide a safe and interesting craft program to develop the skills of clients</li> <li>• Ensure appropriate materials are available for use</li> <li>• Assist with the setting up and clearing up of the activity room</li> <li>• Ensure WHS requirements are met</li> <li>• Tidy up at the end of session</li> <li>• Provide feedback to the WCC regarding any feedback, issues or concerns as soon as practical</li> </ul>
<b>Skills and experience required for the role</b>	<ul style="list-style-type: none"> <li>• Strong experience and interest in the area of craft</li> <li>• Experience in support or coaching women</li> <li>• Good communication style and experience in working with women facing diverse challenges</li> <li>• An understanding of trauma informed practice</li> <li>• An understanding of professional boundaries and the importance of not disclosing personal information or enquiring about client lives</li> <li>• Ability to work sensitively and positively to support women in all aspects of craft</li> </ul>

<b>Training Requirements</b>	<ul style="list-style-type: none"> <li>Desirable - Mental Health First Aid or other Mental Health qualification</li> </ul>
<b>Benefits for the Volunteer</b>	<ul style="list-style-type: none"> <li>Able to contribute to participants' wellbeing and confidence</li> <li>Provide support to the work of Catherine House</li> <li>An opportunity to meet diverse groups of people</li> </ul>
<b>Benefits for Catherine House</b>	<ul style="list-style-type: none"> <li>Provide opportunity for external stakeholders to work with women who may be experiencing a range of challenging life circumstances</li> <li>Enable a safe and positive supported learning setting</li> </ul>
<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>Up to date Child Safe Environments Training</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 the WCC or staff member on duty</li> <li>Set up designated activity area</li> <li>Have attendees sign in</li> </ul>
<b>Dress Code</b>	Neat casual
<b>For further information</b>	Contact Women's Centre Coordinator
<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 always maintain their own and clients' safety and perception of safety.</li> <li>It is important that volunteers avoid giving advice in areas requiring specialist knowledge or that may have legal implications.</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**

**Updated: 28.1.25**

**Approved by Julie Duncan, Director**  **Date: 28.01.2025**

**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: \_\_\_\_\_