

Volunteer Position Description

UCAN2 Volunteer

Status	Volunteer
Reports To	CMY Staff
Contact Phone Number	9340 3700

The Centre for Multicultural Youth (CMY) is a Victorian not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia.

Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, CMY works to remove the barriers young people face as they make Australia their home. All CMY staff take an active role in organisational planning and quality improvement. It is a responsibility of all staff to represent CMY as a caring, professional and client-focussed organisation and promote its range of programs and services.

Program Area

Ucan2 is a partnership between AMES Australia, CMY and Foundation House. It recognises the need to provide additional support for young people (16-24 years) who are newly arrived to Australia and from a refugee or migrant background. The program has three components: work skills curriculum (educational provider), psychosocial support (Foundation House) and social connections (CMY).

The CMY component is delivered with the support of volunteers who help provide young people with encouragement, support and skill development, while balancing some of the challenges of day-to-day life.

Volunteers are encouraged to: share their work, study and life experiences in Australia; act as role models, help young people practice English and help foster young people's confidence to make social connections in Australia by offering support in a fun and non-judgemental manner. CMY provides ongoing training and support to volunteers.

Ucan2 runs one day a week for 6 months (16-18 weeks) at each educational site, with multiple sites running at any one time, Monday to Friday. The CMY volunteer component runs approximately 2.5 hours in the afternoons on week days. The CMY component is delivered with the support of volunteers who encourage and support young people through active participation and group activities.

Position Summary

Ucan2 volunteers regularly attend and actively participate in weekly sessions facilitated by a CMY staff member. Sessions run approximately 2.5 hours and are held during schools hours for 16 to 18 weeks. Volunteers are encouraged to: share their work, study and life experiences in Australia, act as role models to the young people; help practice English; and make social connections by offering support and friendship in a fun and non-judgemental manner. CMY provides ongoing training and support to volunteers involved in the Ucan2 program.

Accountabilities

Under the directions and guidance of CMY Staff, Ucan2 volunteers will:

- Consistently attend all weekly sessions, including all volunteer briefings (before and after each session)
- Actively participate in sessions and activities, led by staff, working as part of a team of volunteers
- Share experiences and knowledge while building a positive rapport with young people
- Provide an inclusive, welcoming, positive and non-judgemental environment within the group
- Identify and build upon the strengths of young people while encouraging their participation in the program
- Maintain communication with staff, identifying issues from young people, and working with the boundaries of the role and program
- Accept and respond to feedback from CMY staff
- Abide by program policies and child safety standards when working with young people

Key Selection Criteria

Essential:

- Commitment to and interest in supporting young people from refugee and migrant backgrounds.
- Ability to work sensitively and appropriately in a culturally diverse setting.
- Ability to reliably attend weekly sessions for one full semester (16-18 weeks)
- Ability to engage with young people individually and in groups, with enthusiasm, a positive energy and sense of fun.
- Excellent communication and social skills, with sufficient written skills in English.
- At least 6 months of volunteering, work placement, casual, part time and/or full time work experience in Australia or overseas.
- Ability to work autonomously as well as in a team.
- Ability to work within the boundaries of the volunteer role and the program, including identifying issues to be escalated to staff.
- Ability to be self-reflective and to receive and respond to directions and feedback from CMY staff.
- Basic IT skills in Microsoft Word and email programs

Desirable:

- An understanding of social media (e.g. Facebook)

Additional Information

- CMY is committed to child safety and applicants are subject to child safe screening and assessment. This includes but is not limited to police record and working with children checks and child safety focused reference checks.
- This position is based at one of various locations in metropolitan Melbourne. There may be excursions that are conducted as part of a weekly session that may require travel to a different site.
- There is an optional, day-long excursion during school holidays which volunteers are encouraged to attend
- Prospective volunteers will be assessed against the Key Selection Criteria and must complete an online application, interview, group assessment, reference checks and training before being accepted into the program.
- Acceptance as a UCAN2 volunteer is subject to the satisfactory completion of a Police Record Check and Working with Children Check (free for volunteers). CMY will pay for costs associated with a Police Record Check. CMY volunteers are required to maintain a Working with Children Check, disclose any criminal charges or findings of guilt that arise and submit to regular police checks if required.
- CMY is an Equal Opportunity Employer.
- CMY seeks to apply the National Volunteer Standards to support volunteers.
- In the context of Occupational Health & Safety (OH&S) all staff, including volunteers, are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- Volunteers are subject to relevant CMY policies as amended from time to time, including equal opportunity, internal complaints, OH&S, and accident and incident management.