

ROLE DESCRIPTION

TITLE:	Volunteer – Hub
EMPLOYMENT STATUS:	Volunteer, four-hour weekly shift required
REMUNERATION:	None, volunteer position
REPORTS TO:	Volunteer Manager
LIAISES WITH:	EDV staff, volunteers and service users.
DURATION:	Minimum 12-month commitment.
LAST UPDATED:	October 2020

ABOUT EDV

Our Mission

Eating Disorders Foundation of Victoria: Helping Victorians (with an eating disorder and their families/supports) get the support they need.

Our Values

We embrace the following values to underpin our mission:

Connection Courage Optimism Perseverance

Eating Disorders Victoria (EDV) is a non-profit organisation, which supports those affected by eating disorders, their families and those close to them. Eating Disorders Victoria also provides information, education and advocacy about eating disorders to the wider community. The organisational values are: Connection, Courage, Optimism and Perseverance, and these values underpin a philosophy of recovery. The organisation is led by a Board of Management, and is funded by state government, philanthropic funds, fee for service activities and donations. Much of EDV's work is based on the principles of Mutual Support and Self Help. Volunteers are critical members of the team, often bringing their lived experience of eating disorders to their role, and enhance the organisation's activities in a variety of ways including assisting EDV staff to respond to requests for information, referral and support, and in the provision of support groups and community education activities.

ROLE STATEMENT

Hub Volunteers participate in the direct provision of information, support and referral service. It should be noted that the Hub is not a treatment service, a counselling service or one that provides professional/medical/nutritional advice. Service users include people with an eating disorder, families, partners and friends, community members and health professionals.

KEY ACCOUNTABILITIES

Primary

- Provide support, information and details of additional professional services to consumers accessing the Eating Disorder Hub via phone, email, Live Chat function or in person when drop ins are available at the EDV office.
- Statistical data entry associated with Hub enquiries.

Secondary

- Assist EDV with other administrative tasks as required.
- Support and resource other EDV activities (e.g. assisting at events & expos).

KEY SELECTION CRITERIA

Essential:

- An understanding of eating disorders and related mental health issues.
- Understanding of the nature and purpose of support services in Victoria.
- Well-developed written and verbal communication skills.
- Strong interpersonal skills and ability to modify own style to meet the consumer's needs.
- Ability to relate to people in distress.
- High level of personal accountability.
- Experience working in a busy environment and in isolation (due to COVID-19 restrictions).
- Ability to work autonomously and as part of a broader team.
- Ability to establish meaningful contact (empower & build rapport) with service users from diverse backgrounds.
- Desire to take responsibility for own learning.
- Ability to take direction and use feedback to develop own professional capabilities.
- Proficiency with internet, Outlook, and Microsoft Office suite.

Desirable:

- Lived experience of an eating disorder and or other mental illness or as a carer of a loved one with an eating disorder and or other mental illness.
- Counselling experience/knowledge.
- Experience working in a professional environment.
- Experience working in a voluntary capacity.
- Knowledge of customer record management systems (Salesforce) and data entry.

OTHER

Location:

The position is based at the EDV office at the Magpies Community Centre, Level 2; corner Lulie & Abbot Streets, Abbotsford, VIC 3067.

Please note there is a current working from home arrangement due to COVID-19.

Employment conditions:

- Voluntary role, minimum 12-month commitment. Volunteers will be assigned a weekly shift (minimum 4 hours per week).
- Subject to satisfactory Working with Children Check, National Police Check and completion of Conflict of Interest Declaration.
- Completion of the internal training program is compulsory, including an observation period.
- Probationary period will apply (3-months).
- In recognition of contribution to the organisation, EDV will provide each volunteer with a written reference after 12 months of continuous volunteering. EDV is also able to be a referee for tertiary program applications and paid employment.
- Volunteers may contribute to a maximum of two programs within the organisation (e.g. participate as a Hub volunteer and Support Group facilitator).

Ethical requirements: All EDV staff are required to adhere to the EDV Code of Ethics, Code of Conduct, Core Values and guiding principles and relevant organisational policies, practices and guidelines.

Wellness criteria: EDV values the lived experience of volunteers, staff and board members in the organisation. For anyone who discloses a history of a mental illness, including eating disorders, we recommend a two-year recovery period and a 'Declaration of Wellness' to ensure volunteering in this environment does not cause undue distress.

Intellectual Property:

All information that volunteers have access to, create, contribute to, review or are otherwise privy to remains the property of EDV. This includes information relating to all EDV programs, processes, internal operations and strategic initiatives.

Signatures: By signing this position description, the Employee confirms that it has been read, understood and accepted.		
Employee	Signature	Date
Chief Executive Officer	 Signature	October 2020 Date