**Role:** Neighbourhood Hubs Program Volunteer

**Reports to:** Team Leader Neighbourhood Hubs, Community Planning and Development

**Department/Unit overview:** The Neighbourhood Hubs team is responsible for place-based community engagement across specific neighbourhoods. Each Neighbourhood Hub incorporates one or more Community Centres, which in turn, are home to a wide range of educational, wellbeing, social and cultural programs for every life-stage.

A Team Leader oversees the planning of program activities, organisational partnerships, events, customer services and supervision of volunteers.

By joining the Neighbourhood Hubs Team as a *Neighbourhood Hubs Program Volunteer* you will play a valued role, and will be welcomed and supported accordingly.

**Purpose:**The *Neighbourhood Hubs Program Volunteer* will either support a program facilitator or run the program directly. Programs may include group recreation, social interaction, cultural exchange, wellbeing or educational activities.

**Key Responsibilities and Duties:**

* Facilitate or support program/s within a Wyndham City Community Centre;
* Welcome program members and orient them to the centre facilities;
* Food preparation – depending on the program this can range from setting up a drinks station, preparing a fruit platter or a bowl of popcorn, teaching a cooking lesson, as well as kitchen clean up. Some programs may require advanced food preparation, food servicing and kitchen clean up.
* Assist with set-up and pack-away of room furniture and equipment;
* Attend regular catch-up sessions with Team Leader Neighbourhood Hubs;
* Keep a record of group attendance/enrolment, storing personal details securely
* For programs run outside of ordinary staffed business hours
	+ Volunteers will work in tandem with a second volunteer
	+ Set-up and pack-away room furniture and equipment, as well as lock-up building (as required);
	+ Fulfil nominal warden duties in the case of an emergency

**Desired Attributes:**

* Ability to listen and interpret the needs of residents and participants;
* Excellent communication skills and the ability to work as a part of a team;
* Non-judgemental and professional attitude;
* Be reliable and punctual;

**Length of Appointment:** Volunteers are subject to a probationary period of 3 months. The role will be reviewed annually.

**Police Check:** A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

**Working with Children Check:**  A current Working with Children Check (WWCC) is required before you start your volunteer role. There is no cost to the volunteer.

**Support:** Training will be provided for this role, as required. In addition, the Neighbourhood Hubs Team Leader will be available for questions and assistance.

**Dress Code:** Appropriate to the program.

**Signed: ............................................................................................ DATE: ..../..../...........**

**Name: ................................................................................................................................**

**Centre: ...............................................................................................................................**