



Volunteer Package

On-Site Caretaker (Volunteer)

PO Box 69
34 Bay Terrace
Wynnum 4178
Ph: 3393 4176
Email: admin@babi.org.au
Website: www.babi.org.au

Thank you for your interest in applying for a volunteer position with BABI Youth & Family Service. BABI is an Equal Opportunity Employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

THE POSITION DESCRIPTION

The Volunteer Position Description (Expectations) should be read carefully as it details the requirements and duties of the volunteer position.

Please note that, in terms of the selection criteria “demonstrated competency” or “demonstrated skill” means that you have actually used the particular competency or skill and can give and discuss examples of this use.

YOUR APPLICATION

The application is to include the following:

- a) **A single page cover letter**
- b) **An Expression of Interest letter** (max. 2 pages) that clearly articulates with examples, your abilities and experience that you believe best qualifies you for the advertised volunteer position.
- c) **A resume/curriculum vitae** including the names, positions and telephone numbers of at least three referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

NOTE: Responses to selection criteria and referee checks are only required if you are invited to attend an interview.

Email to: admin@babi.org.au
Due by: **12 noon Wednesday 28 October, 2020**

Any further queries, contact Housing Program Manager, Allan Mitchell: Email- housing2@babi.org.au; Phone- 3393 4176.

BABI OFFICE HOURS ARE: Mon-Thurs - 9:00am- 5:00pm

SHORT-LISTING PROCESS

Initial short-listing is based on your expression of interest letter and your resume/previous experience. Short-listing will occur within one week of the closing date.

If you have not been short-listed you will be advised of this in writing as soon as possible.

INTERVIEW PROCESS

The interview panel will ask you questions that address the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions and you will be provided with a copy of these questions fifteen minutes prior to your interview.

Questions are aimed at testing your knowledge and skill and may include scenarios to which you will need to respond. You should answer each question fully and succinctly, as the panel will see it as your responsibility to give all the factual evidence to support your application.

You will be offered time to ask any other questions you may have at the conclusion of the interview.

REFEREE CHECKS

It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the volunteer position.

At least one referee should ideally have been a recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria.

If you have any concerns about the reference checking process please raise them during your interview.

Reference checks are used to supplement the final selection decision.

SELECTION

If you are selected for the volunteer position you will be first contacted by telephone. You will be offered the position and should you accept, a formal written offer of Volunteer Engagement will be forwarded to you including information detailing the conditions and expectations of the volunteer position you are applying for.

If you are not selected following your interview, you will be advised of this in writing within two working weeks of the interview.

AGENCY PROFILE

BABI is a small-medium community based incorporated association providing a holistic response to young people and their families within the Bayside (Wynnum/Manly) and Redlands communities. Clients include young people and young parents (aged 16-21 years) who are homeless or at-risk, other young people (12-25 years) and the families of teenagers. BABI has been in operation since 1983.

BABI upholds the values of empowerment, integrity, innovation and excellence and is committed to collaborative work at all levels.

Our Vision:

“Building safety, wellbeing, independence and participation across the community.”

Our Mission (Purpose):

To provide accessible, equitable, responsive and inclusive support services to children, youth and families.

For more information, visit the BABI Website: www.babi.org.au

ORGANISATIONAL CONTEXT

BABI Youth & Family Service is committed to providing high quality accessible, respectful and participative services to homeless or at risk young people, young parents and the families of children and teenagers. Principles of honesty, transparency, respect, social justice and strengths-enhancement underpin all practice at BABI.

BABI currently operates five programs:

- Youth Accommodation - Specialist Youth Homelessness Service
- Family Support
- Youth Support
- Youth Engagement – LINX Youth Space
- Get Set For Work



BABI
Youth & Family
Service
Established 1983

BABI Youth & Family Service

Volunteer Expectations

Volunteer Role: On-site Caretaker (share house)

NB: this is a live-in position (volunteer)

Volunteer role: On-site caretaker

Purpose: The on-site caretaker is primarily an observational role. You will provide assistance to the accommodation team by supervising and role modeling for young people, and providing support and communication with the rest of the accommodation team who are responsible for case management.

Requirements: A Blue Card for Children and Young People.
Police Check

Expectations:

We ask that volunteer on-site caretakers:

- Model the following behaviors:
 - Good communication skills and a positive manner;
 - Behaviour in line with community and social standards;
 - Appropriate personal boundaries;
 - Respect for the rights of others and themselves; and
 - Personal responsibility.
- Maintain positive relations with neighbours to the Residence.
- Develop positive relationships with young people based on mutual respect.
- Encourage young people to behave in a way that is consistent with their tenancy agreement.
- Encourage safe and hygienic household practices and provide information and guidance if required.

- Address any infringement of the rules with tenants and inform the BABI Supervisor and/or Housing Case worker/s of this in a timely manner.
- Encourage young people to leave relevant details on the whereabouts board i.e. time home, contact details (in share houses).
- Encourage young people to keep noise at a level that doesn't infringe others' rights to quiet enjoyment.
- Encourage young people to keep common and outdoor areas clean and tidy and free from personal belongings.
- Comply with BABI policies and procedures **including** Health and Safety, Privacy and Confidentiality, Youth and Child Safety and Code of Conduct.

Volunteer role location

Your assigned volunteer location is the Residence detailed in your letter of engagement from BABI.

Volunteer attendance

We ask that you maintain an adult presence at the property and sleep at the property each night.

Provision will be made for two nights leave away from the property monthly, and 4 weeks away per year. Please give as much notice as possible so that a relief Caretaker can be appointed.

Safety

Please ensure the copy of keys are kept in a safe and secure place only accessed by the Caretaker– **NOTE: Keys must only be used to access young people's bedrooms in the case of an emergency.**

If you form a concern about the wellbeing and/or whereabouts of a young person, please notify the Supervisor (e.g. a young person is unexpectedly away or engages in anti-social behaviour).

- contact on-call BABI worker after hours, in cases of emergencies and if needing guidance or clarification; (refer to emergency procedure)
- contact authorities if there is an emergency
- keep the personal details of young people in a safe and secure place;
- follow the usual safety procedures in the case of a medical emergency i.e. contact Doctor/Ambulance, Next of Kin, relevant BABI staff member;
- take any necessary steps to ensure safety, in the case of a critical incident (eg. physical violence), notify Police, applicable BABI staff member, etc;
- contact BABI Property Officer if First Aid Kit needs restocking;

Other tasks

We would be pleased if on-site caretakers:

- Explain fire safety and evacuation procedures to all new residents.
- Participate in regular weekly contact with BABI Housing Case Worker.
- Have regular on going contact with accommodation team, with a minimum of monthly face to face supervision.
- Where possible, participate in social gatherings, meetings etc, as organized by BABI, these could take the form of celebrations for birthdays, formals, graduations, AGM, team building days and the like.
- Attend regular meetings as arranged eg: house meetings; supervision, caretaker meetings.
- Participate in probation review and regular six-monthly appraisals with BABI staff. (Housing Program Manager)

Training and development

From time to time, BABI will inform you of training and professional development opportunities relevant to your volunteer activities.

Assistance by BABI

BABI will assist onsite caretakers in their volunteer role by:

- providing with all relevant information and aspects of case plans in relation to young people, who are moving into the Residence, or who are already tenants;
- Ensuring Housing Case Worker/s are available for regular contact, supervision and support (weekly); with a minimum of face to face supervision monthly (with Housing Program Manager).
- General Manager is available on an 'on call' basis for afterhours contact.
- Creating opportunities to access professional development and training opportunities relevant to the caretakers role.
- Accommodation Team will maintain a regular presence at the property.



SELECTION CRITERIA

Competency in the following areas are required:

SC1: An understanding of, and experiencing working with, the issues faced by at risk young people.

SC3: A demonstrated ability to build rapport and effective relationships with at risk young people (and their families).

SC4: A demonstrated high level of verbal and non-verbal communication skills.

SC5 Proven ability to work autonomously and as a member of a multi-disciplinary team.

PERFORMANCE MANAGEMENT

Probationary and regular performance appraisals in accordance with the organisation's policies and procedures, strategic directions and operating principles will be conducted.