


	Position Title: Volunteer Mentor	Team: Child, Youth and Families	  
	Band: A	Supervisor: Team Leader, Education and Youth Transition.	Date: February 2022

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Going Out and Living Successfully (GOALS) provides case management and accommodation to young people aged 16- 25 years, who are homeless or at risk of homelessness, with a specific focus on young people who have experienced trauma.</p> <p>Young people can remain in the program up to 2 years whilst focusing on education and employment as a pathway into independence.</p>
	PRIMARY OBJECTIVES OF THE ROLE
	<p>The GOALS live-in mentor provides afterhours support and mentorship to the young people in the GOALS program, often during times of difficulty. The GOALS mentor ensures the smooth operation of the property and provides personal support, living skills workshops, monthly recreational activities, one-on-one support and after-hours support to all young people when needed.</p>
	REPORTING RELATIONSHIPS
<p>OUR VALUES</p> <p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>This role is based at our Traralgon Units, in Gippsland, Gunaikurnai country.</p> <p>This role reports to Berry Street’s Senior Case Manager, GOALS, who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to service delivery that prioritises diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Good written and oral communication skills. • Ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • A commitment to a team approach of working together coupled with the capacity to also work independently and in isolation from other team members. • A commitment to working with young people in a sensitive and respectful manner that is mindful of their inherent strengths and is solution focussed. • Ability to engage with young people with diverse backgrounds, including those that may demonstrate challenging behaviour and trauma symptoms. • Knowledge and demonstrated of commitment to the principles of equity, diversity and occupational health and safety. • Ability to apply a child focused approach to mentorship. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Mentor must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. • Berry Street is categorised as an Authorised Provider and this position is considered authorised work and subject to mandatory Covid-19 vaccination requirements. 	<ul style="list-style-type: none"> • A broad understanding of issues related to youth homelessness and knowledge of the homeless service system.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To work collaboratively with the GOALS team to provide a high standard of service delivery to young people. • Provide one-on-one support or activities with young people aimed at minimising 'at risk' concerns and maximising personal development through a range of innovative support techniques. • Maintain the privacy and confidentiality of the young people within the program. • Development of informal support networks, socialisation opportunities and skills training. • Modelling behaviour. • Have the ability to flexibly provide afterhours support including on weekends and on public holidays as required. • To be available to participate in fortnightly house meetings with young people and GOALS staff. • To be available to conduct a living skill development activity with the young people on the alternate week of the above-mentioned fortnight. • In conjunction, organise and conduct monthly recreational activities with the young people. • To be available to participate in seasonal program activities i.e. Christmas Party celebrating current and past young people, workers and mentors. • To participate in fortnightly/monthly supervision with the GOALS Team Leader. • Ability to conduct informal risk assessments and appropriately respond and manage a variety of crisis situations including calling emergency services for support. • Promote the smooth running of the household. • Be an authority figure (but not a supervisor) and leader to the young people in the program. • Attend monthly team meetings.
Administration	<ul style="list-style-type: none"> • Attend and actively participate in monthly team meetings or as required. • To provide updates to and share relevant information with GOALS staff to ensure appropriate support and interventions are provided to the young people.
Other	<ul style="list-style-type: none"> • To participate in relevant staff development opportunities. • To participate in relevant training opportunities both online and face-to-face as deemed appropriate to support the mentor's position within the program and facilitate their support of the young people in it. • To build capacity and knowledge of access and resources within the broader community, education/training and employment sector to enhance service delivery to young people participating in the GOALS program. • Conduct oneself in accordance with Berry Street Covid Safe directions. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This is a volunteer position with the successful applicant provided a self-contained 2 bedroom unit at the GOALS property in Traralgon, rent free with all utilities (except phone) being paid for by Berry Street.
2. The Volunteer Mentor must be home at their unit on the GOALS property a minimum of five nights a week.
3. This position is located at the Traralgon Units.
4. An agency vehicle is available for authorised use and should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy.
5. The successful applicant will be required to undergo satisfactory checks, including 2 referee checks, a pre-employment health declaration, a criminal record check, Working with Children Check, proof of identity and license ownership.
6. The successful applicant will initially be subject to a probationary period of 3 months. During this period, either party can terminate program engagement with one week's notice. A probationary review before 3 months will be undertaken.
7. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of position for which they are applying. The existence of a medical condition will not preclude you from this position, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
8. Berry Street has a smoke-free workplace policy.
9. Berry Street GOALS Program is drug and alcohol free.
10. Berry Street will provide crisis support to the Volunteer Mentor.
11. Regular support will be provided for the Volunteer Mentor from the GOALS Case Managers, Team leader and Senior Manager
12. Berry Street will provide the Volunteer Mentor with good quality and secure residential premises.
13. Berry Street is responsible for repairs and maintenance of the Volunteer Mentor's unit.
14. Berry Street is responsible for the Case Management of young people in the GOALS program.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Mentor in a team environment.	Daily
	Mentor in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Regular
	Mentor in unstructured environments (e.g. outreach).	Regular
	Mentor outside of office hours including on weekends and public holidays.	Daily
	Mentor on-call after hours.	Daily
	Mentor in an open plan office.	n/a
	Mentor in buildings which may be two-storey.	n/a
	Sit in team meetings for extended periods.	Occasional
	Mentor in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	n/a
	Mentor clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	n/a
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, sending emails, participating in meetings, concentrating for long periods of time, managing resources and budget for house meetings and independent skill development.	Regular
	Use technology including printer, telephones including mobiles, and televisions.	Occasional

Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional