

ROLE DESCRIPTION

TITLE: Hub Volunteer

EMPLOYMENT STATUS: Volunteer 3.5 hour weekly shift

DURATION: 12 month commitment preferable

REPORTS TO: Hub Manager

LIAISES WITH: EDV staff, volunteers and service users.

ABOUT US

Eating disorders are complex and debilitating mental illnesses that affect up to 1 in 10 people. Like any mental health disorder, they are not the fault of the individual and can affect anyone no matter their age, gender or background. While serious, eating disorders are treatable. With the right support, full recovery is possible for everyone.

Eating Disorders Victoria (EDV) is the trusted guide for Victorians affected by eating disorders. We help people get the support they need to inspire hope and ensure the earliest possible recovery.

How we work

We are a committed, engaged and progressive community health service who value innovation. We are known for developing and delivering eating disorder services that can't be found anywhere else in Australia, or even the world. We are a strong voice for people affected by eating disorders and actively advocate for our eating disorder affected community at state and national level.

We pride ourselves on being a vibrant place to work, where creativity, collaboration and lived experience are highly valued and supported.

Our work is guided by our values of **Courage, Lived Experience, Authenticity, and Optimism.**

Where we are going

We are moving through an exciting time of reform in Victoria's Mental Health System and have every intention of ensuring eating disorders are fully supported in this new system. We want eating disorders to be considered core business when it comes to mental health, so that more Victorians are identified, diagnosed and put on the path to recovery, sooner.

We are focused on delivering high quality, data-driven community services that demonstrate the impact of our work, while underscoring the growing community demand for specialised eating disorder services. Underpinning this is an evolving culture of strong clinical governance, which supports the wellbeing of staff, volunteers and our service users.

We consider the lived experience workforce to be pivotal to the future of eating disorder treatment and are positioned to be leaders in this emerging field.

What we are looking for:

We are looking for motivated and compassionate individuals who are passionate about supporting our community that are impacted by eating disorders. You are communication savvy and have the ability to adapt your style and confidently create a safe and trusted space for those seeking support. Whilst not expected to have all the answers, you will be trusted to problem solve and seek out answers independently, as well as being encouraged to seek out support from your volunteer peers and Hub Manager. You may have experience or a passion for not-for-profit, health or mental health settings or perhaps studying and seeking more hands-on experience in this space.

What we can offer you:

- A genuinely amazing place to volunteer – we know that our people are our best asset
- Support and encouragement to grow your professional skill set
- Flexibility to volunteer onsite at EDV office or remotely
- Training and development opportunities

ROLE STATEMENT

Hub Volunteers participate in the direct provision of information, support and service referral at EDV. Importantly, the EDV Hub is not a crisis service, a counselling service or one that provides professional/medical/nutritional advice. Service users include individuals with an eating disorder, families, partners and friends, community members and health professionals.

EDV has a commitment to supporting the Lived Experience Workforce through the EDV Lived Experience Framework. Candidates who have lived experience of an eating disorder or who have lived experience of caring for a person with an eating disorder must align with the definitions as detailed in the **attached Position Description**.

KEY ACCOUNTABILITIES

- Provide support, information and details of additional professional services to consumers accessing the EDV Hub via phone, email or web.
- Statistical data entry associated with Hub enquiries.
- Assist EDV with other administrative tasks as required.

KEY SELECTION CRITERIA

Essential:

- An understanding of eating disorders and related mental health issues.
- A general 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.
- Ability to work autonomously and as part of a broader team of up to 20 Hub volunteers.
- 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.

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.
- Proficient with Internet, Outlook, Microsoft Office and Salesforce

LIVED EXPERIENCE AT EDV

At EDV we have a commitment to supporting employees with lived experience through a range of supports, and our Wellbeing Framework.

Please note candidates who have lived experience of an eating disorder must align with the 'recovered' definition below.

Candidates who have lived experience of caring for a person with an eating disorder must align with the definition of 'non-active carer' below.

Recovered: a person who identifies as having engaged in a recovery journey from an eating disorder and can manage their own wellbeing in alignment with the below indicators:

Can reflect and learn from their experience and has achieved emotional distance from their experience.

Is open to, and able to consider a wide range of different eating disorder experiences.

Can manage their own mental health and can recognise and seek help when at risk.

Recovering: a person is recovering from an eating disorder when they are actively engaged in eating disorder treatment and are currently experiencing physical, psychological or behavioural symptoms of an eating disorder.

Non-active carer: a person who has provided active care for an individual experiencing an eating disorder who now fits the 'Recovered' or 'Recovering' definitions, as above. They may still be involved in providing support and care, but not in the same active capacity for a period of two years.

CONDITIONS OF CONTRACT

Location: As outlined above, your volunteer shift can be on site at the EDV offices or remotely if that is your preference, provided you have a safe, confidential space to do so.

Voluntary role, 12-month commitment preferable. Volunteers will be rostered on the same shift each week (minimum 3.5 hours per week)

Background checks & reference checks apply. Completion of the internal training program is compulsory.

In recognition of contribution to the organisation, EDV can provide volunteers with a written reference after volunteering. EDV is also able to be a verbal referee for tertiary program applications and paid employment.

Ethical requirements:

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