



Woodcroft Morphett Vale Neighbourhood Centre Inc

Volunteer Position Description

Role title	Literacy Tutor / English Skills
Role objectives	Provide language and literacy assistance to members of the community to increase skills for living and working in the community
Reports to	Management Committee, with support from the Literacy Coordinator / CDO/ CDSO or Volunteer Support Officer
Primary responsibilities	To assist the Literacy Coordinator to provide training to learners on a one-to-one basis, or as directed by the Literacy Coordinator
Time Commitment	<p>Will be a minimum of 2 hours each week during school term time, with some additional training and reporting hours.</p> <p>A commitment to attending/ completing mandatory training is a prerequisite for the role. Where possible, training will be delivered during the normal volunteer hours, but volunteers may be required to attend essential training at other times.</p>
Key tasks	<ul style="list-style-type: none"> ▪ Deliver learning activities to meet the current specific needs of individual learner client's capabilities and build learner confidence ▪ Support learner clients to plan and implement their personal learning in accordance with their stated goals ▪ Assist the Literacy Coordinator to maintain individual learner client files in accordance with DSD requirements ▪ Monitor learning client progress and report to Literacy Coordinator ▪ Provide individual learner clients with information on/ referral to both government and non-government support, education, training, and employment agencies, as appropriate ▪ Ensure that the room(s) used to deliver the program is/ are properly prepared and subsequently cleaned and cleared of all resources and materials, while ensuring all learners adhere to OH&S principles ▪ Any additional duties, as required, to ensure the program operates efficiently and in keeping with the Centre's Code of Conduct and other management policies
Key working relationships	This position requires good working relationships with both volunteers and staff within the program and across the organisation.
Special requirements	<p>A SAPOL police check is a requirement of the role.</p> <p>Must agree to have reference checks done prior to being accepted for the role</p>

POSITION SKILLS, KNOWLEDGE, PERSONAL QUALITIES AND TRAINING	
ESSENTIAL Skills, Knowledge and Personal Qualities	<ul style="list-style-type: none"> ▪ High level of communication skills, both written and verbal ▪ Ability to relate well with all people, especially with learner clients ▪ Enthusiastic, self-motivated, and self-managing ▪ Reliable ▪ Strong organisational skills ▪ Working knowledge of community based organisations and programs ▪ Knowledge and understanding of Adult Learning Principles ▪ Knowledge and understanding of appropriate methodologies for deliver of Adult Language, Literacy and Numeracy programs
DESIRABLE Skills, Knowledge and Personal Qualities	<ul style="list-style-type: none"> ▪ Knowledge of working as part of a team and customer service practices and principles ▪ Awareness of workplace Health and Safety and the requirements of Equal Opportunity Act and Disability Discrimination Act ▪ Ability to relate to people from diverse backgrounds and be non-judgmental ▪ Strong knowledge of computers and tablets
Mandatory Training	<p>WMVNC Volunteer Induction</p> <p>All Centre volunteers are required to undertake an induction provided by the Volunteer Coordinator - Recruitment prior to commencing voluntary activities in the Centre's Volunteer Program.</p>
Other Training	You may be required to do further training from time to time, including Customer Service Training as required
Performance Management	<ul style="list-style-type: none"> ▪ All new volunteers are subject to a three-month Probationary Period from their start date and will participate in an end of probation interview. ▪ All volunteers must participate in an Annual Catch Up with a Volunteer Support Officer.
Benefits of the Role	<ul style="list-style-type: none"> ▪ Opportunity to gain skills and experience through working as a volunteer within the City of Onkaparinga ▪ Participation in volunteer recognition events ▪ Training and personal development opportunities ▪ Personal satisfaction ▪ An opportunity to help people in the community
Special Conditions	<ul style="list-style-type: none"> ▪ You must record all volunteered hours into Better Impact (database used). Office computers may be used for this ▪ If the office is open, you must sign in before, and sign out after, each shift (in the attendance book). ▪ You must collect your name badge from the office at the start of your shift and return it when signing out after your shift. ▪ Complete surveys when asked, as these greatly assist with Centre funding. ▪ As per Centre Operating Procedure (<i>OP R&A.04(18) E-Communication</i>), use of mobile phones whilst on shift is not permissible, unless in an emergency. Facebook and computer games are not permitted on the front desk computers.

Green Initiative	<ul style="list-style-type: none"> ▪ Demonstrate responsibility and leadership to visitors, staff and particularly other volunteers on sustainability and environmental issues ▪ Demonstrate leadership in minimizing the generation of waste to landfill through recycling
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Volunteer Literacy Tutor

List of Duties

This position is responsible to the Management Committee and the Community Development Officer (CDO).

Responsibilities:

- Deliver learning activities to meet the current specific needs of individual learner client’s capabilities and build learner confidence
- Support learner clients to plan and implement their personal learning in accordance with their stated goals
- Assist the Literacy Coordinator to maintain individual learner client files in accordance with DSD requirements
- Monitor learner client progress and report to Literacy Coordinator
- Ensure that the room(s) used to deliver the program is/ are properly prepared and subsequently cleaned and cleared of all resources and materials while ensuring all learners to adhere to OH&S principles
- Any additional duties, as required, to ensure the program operates efficiently and in keeping with the Centre’s Code of Conduct and other management policies
- Other duties as required

I have read and understood this Volunteer Position Description (PD) and agree to abide by all the conditions as outlined within it. I understand that this PD may be updated from time to time, and I will be required to sign a new PD within 3 years.

Print Name (Volunteer):

Signed (Volunteer): _____

Date: .. / .. /

OFFICE USE ONLY:

Name (VSO/ CDSO/ CDO/ ADMIN):

Signed (VSO/ CDSO/ CDO/ ADMIN): _____

Date: .. / .. /

Date for Review .. / .. / (Maximum of three years from date of signing)