



# Newtopian Outreach Volunteer

## Role Description

<b><i>Position title</i></b>	<i>Newtopian Outreach Volunteer</i>
<b><i>Responsible to</i></b>	<i>Homelessness and Community Programs Team Leader</i>
<b><i>Direct Reports</i></b>	<i>nil</i>
<b><i>Status</i></b>	<i>Volunteer</i>
<b><i>Hours of Work</i></b>	<i>as negotiated</i>
<b><i>Last Updated:</i></b>	<i>24 June 2024</i>

### **Purpose**

The Newtopian Outreach program was first launched in 2018 in response to an alarming increase in people sleeping on our streets. The purpose of Newtopian Outreach is to train and develop the skill and confidence of community volunteers to meaningfully engage with people sleeping on the streets of Newtown and surrounding areas (under the guidance of NNC staff). The aim of this community engagement is to build rapport and trust and provide useful information that will improve their housing, health and social situation and address essential needs.

### **Activities include:**

1. Attending all initial training sessions
2. Participating in a monthly outreach patrol
3. Engaging with people sleeping rough or occupying public space in Newtown (and Inner West locations)
4. Data collection on patrol

## **Context in which the role operates**

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation that provides specialist services for people who are at risk of homelessness, Aged Care (including a range of multicultural groups) and community development events and activities in the local area. In all that we do, NNC is committed to social justice and belonging. We want to work with the community to fulfill its potential.

## **Emphasis and impact of the role**

The Newtownian Outreach Volunteer will play a key role in:

1. Committing to a regular (monthly) outreach patrol in Newtown.
2. Supporting people rough sleeping to feel connected to their local community.
3. Building trust and rapport with people on the streets and engage in helpful conversations.
4. Providing useful information to improve the housing, social, health outcomes and meet immediate needs.
5. Building the knowledge of the essential services provided by NNC and other services to people street sleeping or vulnerable people occupying public space.
6. Help to de-stigmatise the image of people experiencing homelessness

## **Key attributes and requirements:**

### **Duties:**

In groups of approximately three, coordinated by an NNC staff member, outreach volunteers will patrol designated streets in Newtown (and surrounding areas) to engage with people sleeping rough or spending time on the streets of Newtown. Outreach Volunteers will approach and engage with people in a friendly and non-judgemental way and offer useful information and resources to improve people's situation especially in the areas of housing, health and essential needs. Outreach Volunteers will be equipped with information on a range of services and can arrange crisis accommodation or links to emergency aid and essential needs such as showers, meals, laundry etc.

### **Other duties may include:**

- Reporting and other administrative duties such as data entry as required.
- Attending any required debrief sessions.
- Promoting Newtownian project at events
- De-stigmatising homelessness through conversations with your networks, family and friends.

## Key Accountabilities

Key Accountability Areas	Task of this role
Respectful engagement with people experiencing street homelessness and outreach team	<p>Maintain healthy professional boundaries with people engaged on outreach and your team, and seek support from team leader if requiring additional support.</p> <p>Use non judgemental and strength based language and respecting the space and choices of people engaged.</p>
Communication with volunteer coordinator and volunteer team	<p>Collaborate with the outreach team, team leader and Newtopian Coordinator to provide the best options for people engaged and to improve the effectiveness and efficiency of the program.</p> <p>Attend shifts as rostered and communicate with team leader or coordinator if unable to attend.</p> <p>Report any concerns or challenges to your team leader or the Newtopian Coordinator immediately, including complaints and/or feedback received.</p>
Provide useful and accurate information to people experiencing homelessness	<p>Provide accurate and useful information and resources to people engaged suited to their needs and requests for support/assistance</p> <p>Provide the client with choice and control over the support they request.</p>
Gain and maintain knowledge that can support your work as a Newtopian volunteer	<p>Participate in training or activities facilitated by the Newtopian Outreach Coordinator and/or broader teams at NNC as appropriate</p> <p>Use the resources provided in your outreach pack. Collaborate with your team to identify support or service options.</p>
Maintain safety on outreach	<p>Attend outreach pre and de brief. Follow directions of team leader. Attend training sessions. Follow NNC WHS policies and procedures</p> <p>Report any concerns for your well being to your team leader and utilise available supports.</p>
Other	<p>Ensure support is provided in line with NNC policies and procedures including, but not limited to:</p> <ol style="list-style-type: none"> <li>1. Duty of Care</li> <li>2. Privacy and Confidentiality</li> <li>3. Work Health and Safety</li> </ol>

## Selection Criteria:

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1. A commitment to Newtown Neighbourhood Centre's values of social justice and belonging
2. Demonstrated excellent communication, active listening and interpersonal skill, compassion and empathy and an ability to build trust and rapport
3. Adaptable to different environments and situations, with the ability to stay calm under pressure.
4. Willingness to commit to all training sessions.
5. Able to commit to a month evening shift (usually Wednesday 6-8pm), with a minimum commitment of 12 months.
6. A commitment to adhere to NNC's privacy, confidentiality policies and report WHS issues
7. Ability to walk medium to long distance on busy footpaths, bend and squat to speak with people who may be sitting on the footpath

## Declaration

*I have read this position description, understand its contents, and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.*

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Volunteer's Name

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Volunteer's Signature

Date

Individual Social Support Coordinator

Date

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