Role Description:
Drop-In Hub Volunteer

This role requires a volunteer to commit to a regular weekly shift and assist community members accessing the Drop-In Hub.

In all that we do, NNC is committed to social justice and belonging. The primary purpose of the Drop-In Hub is to ensure that anyone who comes to NNC, attends the Service or calls NNC is warmly welcomed and appropriately assisted. The Drop-In Hub is effectively the front door of NNC and many people's first point of connection with us. We treat all people who approach us as welcome visitors.

Enquiries to the Drop-In Hub range from general queries through to complex requests for assistance. We provide community members with referrals to other community organisations or agencies for specialised support. We are not a casework service and give assistance to visitors temporarily rather than an ongoing client-worker relationship. We have a person centred and flexible approach and assist with a range of issues affecting a person.

The Drop-in Hub currently operates from the side entrance of 11-13 Darley St, Newtown, on Mondays, Wednesdays, Thursdays and Friday from 10am to 4pm and Tuesdays from 10am to 1pm. Visitors can also access a computer with free internet and a phone to make free local calls during these times.

On average, the Drop-In Hub receives 5-10 face-to-face enquiries, and 5-10 phone enquiries per shift. Enquiries include issues such as crisis support, financial aid, free meals and affordable food options, homelessness, low-cost accommodation, domestic and family violence, mental health issues, and AOD issues. Each shift is staffed by the Community Connections Coordinator and at least one volunteer. The Service is managed by the Homelessness Services Team Leader and coordinated by the Community Connections Coordinator. It is a requirement that an NNC manager is on site each shift. Volunteers are highly supported and are provided with mentorship and training in their roles as required.

Key attributes and requirements:

- Commitment and adherence to Newtown Neighbourhood Centre's values of social justice and belonging.
- Excellent communication and interpersonal skills.
- A friendly disposition and approachable nature.
- Ability to engage with people of all ages and from all backgrounds with a person centred, nonjudgemental approach.
- Adaptable to different environments and situations.
- Ability to stay calm under pressure and ask for help or advice when needed.
- Willingness to undertake and attend training sessions.
- Able to commit to a 3-hour shift once a week.
- An interest in current affairs and social justice issues.
- A commitment to adhere to NNC's privacy and confidentiality policies.

- Basic/intermediate computer skills-knowledge of Microsoft suite an advantage.

Duties:

- Work alongside NNC Staff to attend to face-to-face, telephone, and email enquiries in a person centred, calm and friendly manner.
- Source accurate information to respond to enquiries and provide follow-up where necessary.
- Ensure the information handouts available at the Centre are kept up-to-date and replenished when needed.
- Ensure the Drop- In Hub facilities are cleaned regularly and kept tidy.
- Disseminate relevant information relating to sector news to all staff when required.
- Record activity data throughout each shift.
- Follow relevant NNC Policies and Procedures, including WHS policies and risk assessments.

Other duties may include:

- Reporting and other administrative duties such as data entry as required.

Reporting to:

- Community Connections Coordinator, Homelessness Services Programs Team Leader and Volunteer Coordinator.

Required hours:

- Minimum three hours per week.

Requirements:

Willingness to undertake:

- NSW Police Check
- Working with Children Check

Apply at the following link: MyImpactPage - Application Form - Newtown Neighbourhood Centre Volunteering

Or Contact: vita@newtowncentre.org for any questions

Updated 8th March 2024