

## POSITION DESCRIPTION

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<b>POSITION TITLE:</b>	English Conversation Group Volunteer Facilitator
<b>LOCATION:</b>	North Richmond Community Health Ltd
<b>HOURS:</b>	Tuesdays, 1.30pm – 3.00pm, during school terms
<b>REPORTS TO:</b>	Health Promotion Officer
<b>ACCOUNTABLE TO:</b>	Volunteer Program Coordinator and CEO.

### Organisational Environment

North Richmond Community Health Ltd (NRCHL) is a community based and managed health service. NRCHC is committed to providing high quality and culturally appropriate health, social and welfare services, particularly to clients of non-English speaking backgrounds, newly arrived migrants, refugees and asylum seekers. These services provided by NRCHC are delivered in a developmental framework with an emphasis on direct health care and health promotion.

### Position Objectives

The position will contribute to the achievements of the organisation's aims and objectives by;

- Improving health and wellbeing through building social connectedness between participants and volunteers.
- Reflecting the cultural and social diversity of the community.

### Key Duties and Responsibilities

- Facilitate and/or co-facilitate *Social Connectedness Through English Conversation Group*
- Encourage participants to participate in English conversation with Tutor Volunteers
- Encourage participants to socialise with others in the group and practice their English
- Undertake tasks with enthusiasm and humour
- Facilitate effective working relationships between Volunteer Tutors and participants
- Support Volunteers to lead particular sessions
- Assist NRCHL to work with HACC eligible clients
- To undertake further training, if required

### Key Selection Criteria

#### Essential

- Have previous experience in facilitating a Group and/or working with Culturally and Linguistically Diverse (CALD) communities
- Competent in the preparation of weekly group activities
- Have excellent communication skills
- Have a patient, friendly and approachable manner
- Creative, flexible, enthusiastic and have a sense of humour
- Willingness to commit to a weekly Group for at least 3 months

- Able to be patient and respectful to participants
- Confident in communicating with participants from CALD backgrounds, who have limited English and varying levels of English Language

### Other Conditions

- Volunteers will attend the Program during hours as agreed between the Volunteer and the Program Coordinator.
- In the case of inability to attend a rostered session, the Volunteer will undertake to contact the Program Coordinator or Volunteer Coordinator at least 48 hours prior or as soon as possible whichever is the earlier.
- All position descriptions are open to periodic review by Management in consultation with staff concerned.
- Due to the resources required for training it is preferable that prospective volunteers commit to NRCHL for at least a half day a week, for a period of three months or more.
- North Richmond Community Health Ltd provides a smoke free environment, including within Centre cars and buses.
- The successful applicant may be required to perform other duties as directed, in accordance with training, skills and experience.

For other conditions which cover all workers of the organisation please refer to the NRCHL Policy and Procedures Manual.

**NOTE: THE SUCCESSFUL APPLICANT WILL BE REQUIRED TO UNDERGO A  
POLICE CHECK**

**NRCHL IS AN EQUAL OPPORTUNITY EMPLOYER**

**NRCHL IS A SMOKE-FREE WORKPLACE**

For further information regarding this position please contact:

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