

## POSITION DESCRIPTION – Adult Education Volunteer or Student Placement

### 1. General Information

<b>Position Title:</b>	Volunteer Adult Education Classes
<b>Reporting To:</b>	CCC Assistant Manager
<b>Supervised by:</b>	Class Tutor/Teacher
<b>Work with:</b>	CCC Team members, students and volunteers
<b>Hours of volunteering</b>	The hours of duty will be the days/hours you have requested to be on the volunteer or student placement roster based on your availability and timing of the classes from Monday to Friday during Victorian term time.
<b>Conditions</b>	The position is unpaid volunteer or student placement

### 2. Context

Cheltenham Community Centre (CCC) is a significant focus of community strengthening in the southern metropolitan region of Melbourne through its provision of childcare, educational, vocational and social programs for the local community. As one of 400 Neighbourhood Houses across Victoria, CCC is committed to the principles of Community Ownership, Community Participation, Empowerment, Access and Equity, Life-long Learning, Inclusion, Networking, Advocacy, Self-help and Social Action.

CCC operates as an incorporated, not for profit organisation with over 1000 members / participants from a wide cross section of the local community. CCC employs over 30 staff and has a turnover of around \$1M per annum but a significant proportion of the organisation's capability and output is derived from the contribution made by many of its members on a voluntary basis.

CCC is involved in six main program areas – Childcare, English as an Additional Language (EAL) and Literacy Training, Holiday Activities, CCC Bolts Netball Club, Community Cafe, and Health and Wellbeing classes and workshops such as Music for Tots and Yoga.

CCC's revenue base includes grant funding from the Council for Adult, Community and Further Education (ACFE), Melbourne Polytechnic (MP), Department of Families, Fairness and Housing (DFFH), and Kingston City Council along with fee revenue/cost recoup from its client/member base.

#### **CCC and SCCC partnership**

Cheltenham Community Centre and Southern Community Church of Christ have worked in creative partnership since 1986. Because both organisations believe they can achieve more together than they can working alone, they are committed to celebrating and developing the unique and diverse contributions that each organisation brings to the partnership.

Together, CCC and SCCC seek to enrich the experience of community for all people, offering access to a broad range of activities, programs, opportunities and resources to enable people of diverse backgrounds, abilities and interests to live life to the fullest.

### 3. Role Overview

Volunteers provide invaluable support across our Adult Education classes, and we are grateful for their contributions to both the work of our tutors and the emotional and educational wellbeing of our students.

While acting as a volunteer for our Adult Education classes – both within and outside of the classroom – we have a few guidelines that we require our volunteers to comply with, as outlined below.

### 4. Key Responsibilities and guidelines

#### All classes

- 1) The teacher leads the class. The primary role of a volunteer is to support the teacher to do their job, and to support the students to learn.
- 2) Volunteers should not be alone with students. If you need to go into another room with a student, the door should be left open. This is for your protection, to ensure that you are within sight and sound of CCC personnel in the event of an incident.
- 3) Ensure your phone is switched off in class.
- 4) Be willing to learn new skills.
- 5) It is preferred that you possess a certain level of expertise in the subject matter however, if you are unsure what to do, ask the teacher to provide guidance of what is required in the class for that day.
- 6) During teacher instruction, ensure the student you are working with is listening.
  - a. Give a quiet prompt, repeating the question or the task as needed.
  - b. Ensure they are guided and focused on the task.
- 7) Classroom questions are directed toward the students only – unless otherwise stated. Refrain from answering for the students.
- 8) Assist your student if they cannot carry out the classroom task. Encourage their solution without ‘doing it’ for them.
- 9) Allow students to try their best.
- 10) It is the volunteer’s role to constantly circulate and monitor students throughout the class, unless directed by the teacher.
- 11) Communicate with teacher or volunteer manager if you are unable to attend class.
- 12) If there are any problems with your role, or the students, please discuss with the teacher first.
- 13) There should be no conflict of interest with a previous or current job.

#### All Abilities classes

- 1) Some students may need you to write from the board into their books. They can then trace over the words.
- 2) Some students may want to go to the toilet during class. (With teacher discretion you may be asked to accompany them.) Remind them to wash their hands.

### 5. Interpersonal Skills

- Punctual
- Skilled in verbal and non verbal communication
- Accountable
- Show compassion and maturity when dealing with people.
- Community centric

## 6. Working Relationships

Who	Purpose
Assistant Manager	Line management reporting relationship,
CCC Manager	Senior management relationship.
Supervisor	Class tutor/teacher
Customer Service Staff and Volunteers	Collaboration, guidance, and direction regarding all aspects of customer service aspects of the Adult Education programs.
CCC and SCCC Staff and Volunteers	Peer Relationship - interaction and communication with staff, volunteers, instructors, teachers, and group leaders in each of the programs of CCC and SCCC.

## 7. Organisational Values

Value	Behaviour examples
Innovation and Creativity	<ul style="list-style-type: none"> <li>● apply new ideas</li> <li>● learn from mistakes and continuously improve</li> <li>● offer suggestions for improvement</li> </ul>
Organisational Vitality / Personal Growth	<ul style="list-style-type: none"> <li>● support/recognize the good efforts and achievements of others</li> <li>● seek opportunities to learn new skills and roles</li> <li>● learn about the broader organisation and contribute to its improvement</li> </ul>
Responsiveness	<ul style="list-style-type: none"> <li>● show genuine interest in helping the community</li> <li>● seek Community Centre members' feedback frequently</li> <li>● work with the team and follow-through</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>● communicate the vision and values through our actions</li> <li>● build the self-esteem of team members</li> <li>● be positive</li> </ul>
People Emphasis	<ul style="list-style-type: none"> <li>● treat people with respect, dignity and trust</li> <li>● learn to forgive others and move to improve CCC</li> <li>● focus on improving relationships with CCC team and community members</li> </ul>
Communication	<ul style="list-style-type: none"> <li>● share information in a clear, timely, relevant way with team members and community members</li> <li>● seek out information if we feel we don't know</li> <li>● contribute information to team meetings</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>● keep commitments - do what we say we are going to do</li> <li>● accept responsibility for what happens and what does not happen</li> <li>● be honest in all actions</li> </ul>
Participation	<ul style="list-style-type: none"> <li>● volunteer when opportunity arises</li> <li>● seek out opportunities to be involved in different areas of the Centre</li> </ul>
Commitment	<ul style="list-style-type: none"> <li>● continue learning at work</li> <li>● involve ourselves in the change and improvement process</li> </ul>
Competent People	<ul style="list-style-type: none"> <li>● believe that our people are good at what they do</li> <li>● know our process including, cost, key success factors and measures</li> </ul>

## 8. Other Information

- i) The volunteer position is located at 2-12 Chesterville Road, Cheltenham and may sometimes require off site visits with class tutor and students.

## 9. Physical Requirements of your role

Key: **N**: Never, **O**: Occasional, **F**: Frequent, **C**: Constant, **MH**: Manual Handling

Postural Tolerance	N	O	F	C	Comments	Manual Handling	N	O	F	C	Comments
Stand					Helping students at desk	Lift					Documents for class, classroom chairs
Walk					To and from classroom	Carry					Documents for class or classroom chairs
Squat						Push/Pull					
Bend forward					Reaching over desk	Forward reach					
Sit						Grip/Grasp					Pen,papers
Kneel						Driving					Not required
Trunk twist						Upper limb movements					

Overall Rating of Perceived Exertion for role = **1**

RPE SCALE	RATE OF PERCEIVED EXERTION
<b>10</b>	<b>MAXIMUM EFFORT ACTIVITY</b> Completely out of breath, unable to talk. Cannot maintain for more than a very short time.
<b>9</b>	<b>VERY HARD ACTIVITY</b> Very difficult to maintain for more than one minute. Can barely breathe and speak only a few words.
<b>7-8</b>	<b>VIGOROUS ACTIVITY</b> Borderline uncomfortable. Short of breath, can speak a sentence.
<b>4-6</b>	<b>MODERATE ACTIVITY</b> Breathing heavily, can hold a short conversation. Still somewhat uncomfortable but challenging.
<b>2-3</b>	<b>LIGHT ACTIVITY</b> Can maintain for hours, easy to breathe and carry out a conversation.
<b>1</b>	<b>VERY LIGHT ACTIVITY</b> Hardly any exertion but requires some movement.

### Adaptive equipment available

Equipment	Description of use
Table Trolleys	Moving tables around the classrooms and facility
Chair Trolley	Moving chairs around the classrooms and facility
Other Trolleys	Moving equipment or boxes
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer
Ergonomic office chair	Minimise effects of long periods of sitting
Stand up desks	Minimise effects of long periods of sitting