



## Volunteer Position Description

<b>Position title</b>	Housing Mentoring Support (Mosaic office)
<b>Position purpose</b>	Provide mentoring support for clients (at the Mosaic office) to help develop their rental skills / public housing skills and to assist in their search to gain suitable accommodation.
<b>Target Client Group</b>	Clients mainly from refugee backgrounds, including Afghan, Syrian and others.
<b>Location</b>	Mosaic Office: Level 3, 3 Hopetoun St. Charlestown
<b>Time</b>	Mutually agreed time. At least 2 hours, once per week or fortnight.
<b>Commitment</b>	Regular sessions. Minimum 3 months commitment
<b>Reporting to</b>	<ul style="list-style-type: none"><li>• Client Caseworker</li><li>• Volunteer Coordinator</li></ul>
<b>Duties / Responsibilities</b>	<ul style="list-style-type: none"><li>• In coordination with Caseworker... mentor and assist clients regarding housing needs, including:<ul style="list-style-type: none"><li>○ Supporting clients to search for available properties,</li><li>○ Liaising with real estate agents, landlords and other housing services to gather information and organise inspections.</li><li>○ Assisting clients to prepare and submit rental property applications (eg. set up online accounts with real estate agents).</li><li>○ Supporting and advocating for clients, tracking the progress of applications and understanding outcomes.</li><li>○ Assist in the development of a list of housing options for clients, including contacts of real estate agents, Home in Place affordable housing, Public Housing DCJ, Nova for emergency housing etc.</li></ul></li><li>• Use telephone interpreter to assist with communication with clients, as required.</li><li>• Send regular reports of volunteer hours and client progress to the Caseworker.</li><li>• Work within Mosaic policies and procedures, including Mosaic WHS.</li><li>• Co-operate with all staff, clients, and volunteers.</li></ul>

	<ul style="list-style-type: none"> <li>Maintain confidentiality in your dealings with clients, their families, and staff. However, report any significant issues to Caseworker for follow up.</li> </ul>
<b>Skills, experience, personal qualities</b>	<ul style="list-style-type: none"> <li>High proficiency in verbal and written English.</li> <li>Excellent verbal communication, interpersonal skills and ability to build positive relationships with clients and other stakeholders.</li> <li>Competency with Internet, Microsoft Word and Excel.</li> <li>Previous experience supporting refugee &amp; migrant communities preferred but not essential.</li> <li>Understanding of culturally and linguistically diverse communities.</li> <li>Patience, persistence, ability to encourage, punctuality, reliability, flexibility.</li> <li>Some experience and understanding of the process for applying for private and other forms of housing.</li> <li>Good capacity to take direction and work alongside caseworkers to best support clients.</li> </ul>
<b>What we provide</b>	<ul style="list-style-type: none"> <li>Induction and training.</li> <li>Resources such as example applications, relevant contacts, access to a computer, internet, telephone and printer.</li> <li>Ongoing support, direction, and guidance.</li> </ul>
<b>Background checks</b>	<ul style="list-style-type: none"> <li>Federal Police Check (form to be completed at Mosaic registration)</li> <li>Working with Children Check (WWC Number to be provided to Mosaic)</li> </ul>
<b>Other...</b>	<ul style="list-style-type: none"> <li>Volunteers are not authorised to drive clients to house inspections or other locations.</li> </ul>