

Volunteer Position Description

Position title	English Literacy/Conversation Tutor (generic)
Position purpose	To assist Mosaic client to develop English skills – including conversational/practical English and formal, structured literacy skills.
Target Client Group	Clients mainly from refugee backgrounds, including Afghan, Syrian and others. Client may be attending a formal English course, eg. AMEP, or Certificate at TAFE.
Risk Assessment Safety Requirements	Mosaic will do home risk assessment (if applicable), and provide advice to volunteer.
Location	Mutually agreed location, eg. client's residence, public library, TAFE, etc.
Time	One (or more) weekly sessions, each of 1 to 2 hours.
Commitment	<ul style="list-style-type: none"> • Regular weekly sessions. • Minimum commitment 2 school terms (approx. 5 months). • If volunteer/client not available any week, then communicate with each other directly.
Reporting to	<ul style="list-style-type: none"> • For Volunteering issues: Volunteers Co-ordinator (will call for monthly log of volunteering hours). • For Client issues: Case Worker.
Duties/responsibilities	<ul style="list-style-type: none"> • To assist Mosaic client to develop English skills – including conversational/practical English and formal, structured literacy skills. Can use a variety of ESL resources (available from Mosaic / Internet), and structured AMEP or Certificate course notes. Google Translate and Google Images can also be useful explain language and terminology. • To engage with client in a friendly, supportive manner, and to provide tuition appropriate to client's skill levels and pace of learning. • To volunteer with the designated Mosaic client only, and within the scope of this English Tutor position. Do not assist client with other tasks if requested, but instead refer client to contact their Mosaic Case Worker. *Especially <u>do not</u> assist client with any legal, financial, accommodation, or similar matters. • To maintain confidentiality in your dealings with client, but to inform Mosaic (Case Worker or Volunteers Coordinator) of any client issues that arise.

	<ul style="list-style-type: none"> To provide monthly log of volunteering hours to Volunteers Coordinator.
Skills, experience, personal qualities	<ul style="list-style-type: none"> Previous experience and/or qualifications in English or ESL teaching/tutoring. Previous experience volunteering with refugees. Understanding of culturally and linguistically diverse communities. Excellent verbal communications, interpersonal skills and ability to build a positive tutoring relationship with client. Reliability, punctuality, responsibility, flexibility, empathy, patience, persistence, ability to encourage and overcome difficulties, sense of humour/fun.
What we provide	<ul style="list-style-type: none"> Induction, training, and resources, as described above. Ongoing support, direction, and guidance.
Background checks	<ul style="list-style-type: none"> Working with Children Check (WWC Number to be provided to Mosaic) Federal Police Check (form to be completed as part of registration with Mosaic)
Other...	n/a