

Volunteer Position Description

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



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