



## Volunteer Position Description

<b>Position title</b>	<i>Citizenship Application Support Person</i>
<b>Position purpose</b>	<i>To assist individuals applying for Australian citizenship by providing guidance on completing forms, answering questions about the application process, and offering support to ensure applicants feel informed and confident.</i>
<b>Location</b>	<i>Armidale Settlement Services Office</i>
<b>Time</b>	<i>Flexible – approximately 2–3 hours per week, scheduled based on volunteer availability and client needs.</i>
<b>Commitment</b>	<i>Regular commitment for a minimum period of three months.</i>
<b>Reporting to</b>	<i>Settlement Services Coordinator</i>
<b>Duties/responsibilities</b>	<ul style="list-style-type: none"> <li><i>• Provide one-on-one or small group assistance to applicants completing citizenship forms.</i></li> <li><i>• Explain the application process and requirements clearly and accurately.</i></li> <li><i>• Offer guidance on supporting documents and timelines.</i></li> <li><i>• Maintain confidentiality and respect for all applicants</i></li> <li><i>• Follow relevant MOSAIC MULTICULTURAL CONNECTIONS policies and procedures.</i></li> </ul>
<b>Skills, experience, personal qualities</b>	<ul style="list-style-type: none"> <li><i>• High proficiency in verbal and written English.</i></li> <li><i>• Excellent verbal communication, interpersonal skills and ability to build positive relationships with the students.</i></li> <li><i>• Patience and ability to explain processes clearly.</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Attention to detail and ability to follow guidelines.</i></li> <li>• <i>Understanding of culturally and linguistically diverse communities.</i></li> <li>• <i>Patience, persistence, ability to encourage, sense of humour/fun, punctuality, reliability, flexibility.</i></li> </ul>
<b>Background checks</b>	<ul style="list-style-type: none"> <li>• <i>Federal Police Check (form to be completed at registration)</i></li> <li>• <i>Working with Children Check (WWC Number to be provided to MOSAIC MULTICULTURAL CONNECTIONS for verification)</i></li> <li>• <i>COVID19 Vaccination Certificate</i></li> </ul>
<b>Other...</b>	<i>Basic COVID19 training from Dept of Health – link provided at registration</i>

Volunteering at MOSAIC MULTICULTURAL CONNECTIONS is dependent on the results of background checks that are detailed in this volunteer position description. MOSAIC MULTICULTURAL CONNECTIONS reserves the right to prohibit an individual from volunteering if background checks are not to the organisation's satisfaction.

In addition, you are required to provide full and up to date disclosure to MOSAIC MULTICULTURAL CONNECTIONS in respect to any matter which may affect your capacity to perform the duties associated with the role and in this regard but not limited to, the capacity to interact with children and vulnerable people, and deal with sensitive financial or personal information.