



# Mosaic Multicultural Connections

## Volunteer: Graphic Design Support

Mosaic Multicultural Connections (Mosaic) is a registered business name of Northern Settlement Services Limited.

VOLUNTEER ROLE TITLE	<b>Graphic Design Support</b>
NAME OF PROGRAM OR ACTIVITY	Marketing and Communications
CLIENT GROUP or CLIENT CHARACTERISTICS	Primarily individuals from multicultural backgrounds. Your design work helps communicate Mosaic's mission and services in visually engaging, culturally sensitive ways.
ROLE TASKS	<p><b>Internal Marketing Materials Design:</b></p> <ul style="list-style-type: none"><li>• Create simple, on-brand graphics for internal communications (newsletters, announcements, presentations)</li><li>• Design flyers and posters for internal events, training sessions, and staff activities</li><li>• Develop infographics and visual summaries to communicate information to staff</li><li>• Create presentation templates and slide decks for internal meetings</li><li>• Design email headers and digital templates for internal use</li></ul> <p><b>Template Creation &amp; Adaptation:</b></p> <ul style="list-style-type: none"><li>• Adapt existing Mosaic brand templates for different purposes and formats</li><li>• Create reusable templates that staff can easily customize</li><li>• Design social media templates following brand guidelines</li><li>• Develop simple print templates (certificates, name badges, signage)</li><li>• Update and refresh existing templates as needed</li></ul> <p><b>Brand Consistency Support:</b></p> <ul style="list-style-type: none"><li>• Ensure all designs comply with Mosaic's brand guidelines (colors, fonts, imagery)</li><li>• Apply consistent visual style across different materials</li><li>• Use Mosaic's colourful and supportive aesthetic in all designs</li><li>• Incorporate cultural sensitivity and inclusive representation in design choices</li><li>• Maintain visual consistency with existing marketing materials</li></ul> <p><b>Digital Asset Creation:</b></p> <ul style="list-style-type: none"><li>• Create graphics for digital platforms (web, social media, email)</li><li>• Design simple animations or GIFs for social media (if capable)</li><li>• Optimize images and graphics for different digital formats</li><li>• Prepare files in multiple formats for various uses (print, web, social)</li><li>• Organize and label design files for easy access by marketing team</li></ul> <p><b>Collaboration &amp; Revision:</b></p> <ul style="list-style-type: none"><li>• Work with Marketing Lead to understand design briefs and requirements</li><li>• Incorporate feedback and make revisions to designs as requested</li><li>• Present design options when appropriate</li></ul>



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	<ul style="list-style-type: none"><li>• Maintain communication about project timelines and capacity</li><li>• Ask clarifying questions to ensure designs meet needs</li></ul>
SKILLS  List the skills required to perform these tasks	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Proficiency in Canva (or willingness to learn quickly)</li><li>• Understanding of basic design principles (layout, color, typography, hierarchy)</li><li>• Ability to follow brand guidelines and maintain visual consistency</li><li>• Attention to detail and commitment to quality</li><li>• Good communication skills to understand requirements</li><li>• Access to reliable computer and internet connection</li><li>• Preparedness to seek advice as appropriate</li><li>• Commitment to privacy and confidentiality</li><li>• Ability to abide by guidelines policies and procedures</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Experience with Adobe Creative Suite (Photoshop, Illustrator, InDesign)</li><li>• Portfolio of previous design work (student work acceptable)</li><li>• Understanding of accessibility in design (contrast, readability)</li><li>• Experience designing for multicultural or diverse audiences</li><li>• Knowledge of file formats and preparing files for print/digital</li><li>• Photography or image editing skills</li><li>• Animation or motion graphics capabilities</li></ul> <p><b>Personal Qualities:</b></p> <ul style="list-style-type: none"><li>• Creative mindset with eye for design and aesthetics</li><li>• Culturally sensitive and respectful of diverse communities</li><li>• Reliable and able to meet deadlines</li><li>• Open to feedback and willing to make revisions</li><li>• Patient and detail-oriented</li><li>• Enthusiastic about using design for social impact</li><li>• Self-motivated to learn and improve design skills</li><li>• A warm and friendly manner</li></ul>
REQUESTED TIME COMMITMENT  What is the required minimum and maximum time commitment? What time of day is this role required??	<p><b>Flexible: Approximately 2 hours per week</b></p> <ul style="list-style-type: none"><li>• Assistance with projects- that can be completed on your own schedule</li><li>• Some weeks we may request more time for larger projects, others less</li><li>• Flexibility around study, work, or other commitments</li><li>• Advance notice given for deadlines when possible</li><li>• Occasional urgent requests may arise (with reasonable notice)</li></ul>
ACTIVITY LOCATIONS  Where does the volunteer perform these tasks? Include all locations where the person doing this role is required to be.	<p><b>Mosaic Offices and remote work from home or any location with reliable internet access.</b> All design work can be completed using online tools, with file sharing via cloud platforms.</p>
WORKING WITH OTHERS	You will contribute independently on design projects under the guidance of the Marketing and Communications Lead. You'll receive design briefs and feedback



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Will this volunteer role provide assistance to paid staff? Or will they provide assistance to the organisation alone?	from the Lead, then create designs autonomously. Communication primarily via email and phone with occasional virtual meetings.
SUPPORT and SUPERVISION  Who is the designated supervisor or manager of this role?  Who will supervise the volunteer during the activity?	<b>Marketing and Communications Lead</b>
TRAINING  List the training provided for this role, including and WHS and induction requirements	<b>Induction &amp; Training:</b> <ul style="list-style-type: none"><li>• Orientation to Mosaic's mission, values, and the communities we serve</li><li>• Comprehensive training on Mosaic's brand guidelines, visual identity, and design standards</li><li>• Introduction to Mosaic's brand persona: welcoming, respectful, vibrant, and colourful</li><li>• Cultural sensitivity training for visual representation and inclusive design</li><li>• Access to Canva Pro and training on Mosaic's brand kit within Canva</li><li>• Overview of design approval process and file management systems</li></ul> <b>Resources:</b> <ul style="list-style-type: none"><li>• Mosaic brand guidelines document with logo files, color palettes, and fonts</li><li>• Access to Canva Pro with pre-loaded Mosaic brand kit</li><li>• Library of approved photos and images</li><li>• Examples of previous Mosaic designs and materials</li><li>• Design brief templates and project specifications</li><li>• Stock photo resources and guidelines for image selection</li></ul> <b>Support:</b> <ul style="list-style-type: none"><li>• Clear design briefs for each project with specifications and requirements</li><li>• Regular feedback on designs with specific, actionable suggestions</li><li>• Access to Marketing Lead for questions and guidance</li><li>• Examples and inspiration from existing Mosaic materials</li><li>• Constructive critique to help develop your design skills</li></ul> <b>Recognition:</b> <ul style="list-style-type: none"><li>• Certificate of volunteer service highlighting your design contributions</li><li>• Reference letter emphasizing your graphic design and creative skills</li><li>• Portfolio pieces you can showcase (with Mosaic's permission)</li><li>• Credit in materials where appropriate</li><li>• LinkedIn recommendation (upon request)</li></ul>
ADMINISTRATION  List the reimbursements that Mosaic provides for volunteer expenses, and any other administration requirements	<ul style="list-style-type: none"><li>▪ <b>No financial compensation:</b> This is an unpaid volunteer position</li><li>▪ <b>Expenses:</b> No out-of-pocket expenses expected as this is a remote role</li><li>▪ <b>Equipment:</b> Volunteers must have access to their own computer and internet connection</li></ul>



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	<ul style="list-style-type: none"><li>▪ <b>Software:</b> Mosaic will provide access to Canva Pro; volunteers may use their own design software if preferred</li><li>▪ <b>Insurance:</b> Volunteers are covered by Mosaic's public liability insurance</li><li>▪ <b>Record keeping:</b> Volunteer hours will be tracked for reference purposes</li><li>▪ <b>Intellectual Property:</b> All designs created are the property of Mosaic Multicultural Connections</li></ul>
EXPECTATIONS and BENEFITS OF THIS ROLE  What does the role offer or NOT offer, such as personal development or career experience or an opportunity to make a difference in another person's life.	<p><b>Make a Meaningful Difference:</b></p> <ul style="list-style-type: none"><li>• Use your creative skills to support an organization serving refugee and migrant communities</li><li>• Help communicate Mosaic's impact through compelling visual storytelling</li><li>• Create materials that staff use daily to support their important work</li><li>• Contribute to building a strong, recognizable brand for a community organization</li><li>• Your designs help Mosaic reach more people who need their services</li></ul> <p><b>Skill Development &amp; Creative Experience:</b></p> <ul style="list-style-type: none"><li>• Build a diverse portfolio with real-world nonprofit design projects</li><li>• Gain experience working with brand guidelines and design systems</li><li>• Learn to design for multicultural audiences with cultural sensitivity</li><li>• Develop skills in creating accessible, inclusive designs</li><li>• Experience working with design briefs and client feedback</li><li>• Master Canva Pro and potentially other professional design tools</li><li>• Understand how design supports organizational communication goals</li></ul> <p><b>Transferable Skills:</b></p> <ul style="list-style-type: none"><li>• Professional graphic design experience applicable to any industry</li><li>• Learning to balance creativity with brand consistency</li><li>• Project management and meeting deadlines</li><li>• Incorporating feedback and iterating on designs</li><li>• Preparing files for different formats and purposes</li><li>• Communicating design concepts clearly</li></ul> <p><b>Flexibility &amp; Portfolio Building:</b></p> <ul style="list-style-type: none"><li>• Work from anywhere on your own schedule</li><li>• Perfect for design students, career changers, or those building portfolios</li><li>• Variety of projects from simple to complex</li><li>• Permission to use designs in your portfolio</li><li>• Real-world experience to complement formal design education</li></ul> <p><b>Networking &amp; Recognition:</b></p> <ul style="list-style-type: none"><li>• Connect with marketing professionals and nonprofit sector</li><li>• Learn from experienced Marketing Lead's feedback</li><li>• See your work used by real organization</li><li>• Potential for strong reference highlighting your design capabilities</li></ul> <p><b>What This Role Does NOT Offer</b></p>



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	<p><b>Financial Payment:</b> This is an unpaid volunteer position (no financial compensation)</p> <p><b>Guaranteed Employment:</b> The role does not guarantee a paid position at Mosaic but can provide valuable experience and references</p> <p><b>Full Creative Control:</b> Designs must follow Mosaic's brand guidelines and meet specified requirements (creative input welcomed within these parameters)</p> <p><b>Advanced Design Training:</b> While guidance is provided, this is not a structured design course or formal qualification program</p> <p><b>Professional Equipment/Software:</b> Beyond Canva Pro access, volunteers must use their own computer and any additional software</p> <p><b>Client Interaction:</b> This is a behind-the-scenes creative role without direct contact with Mosaic's clients</p> <p><b>High-Pressure Environment:</b> While deadlines exist, this role respects that volunteers have other commitments</p> <p><b>Print Production Management:</b> You'll create designs but won't handle printing logistics or vendor coordination</p>
<b>Key Expectations</b>	<p><b>Voluntary Nature:</b></p> <ul style="list-style-type: none"><li>• This role is entirely voluntary - you participate of your own free will for experience or charitable purposes</li><li>• You may withdraw from the role at any time. Please provide as much notice as possible if you decide to withdraw</li><li>• There is no obligation to accept projects beyond your availability and capacity</li><li>• You choose which projects to take on based on your skills and time</li></ul> <p><b>Commitment to Mosaic's Values:</b></p> <ul style="list-style-type: none"><li>• Respect, inclusivity, and cultural humility reflected in all designs</li><li>• Maintain confidentiality regarding unpublished materials and organizational information</li><li>• Uphold Mosaic's values of Trust, Transparency, Respect, Collaboration, and Creation</li><li>• Ensure all designs reflect cultural sensitivity and avoid stereotypes</li></ul> <p><b>Reliability:</b></p> <ul style="list-style-type: none"><li>• Communicate clearly about your availability and capacity for projects</li><li>• Meet agreed deadlines and commitments or notify supervisor promptly if delays occur</li><li>• Let supervisor know in advance if you're unable to take on work</li><li>• Please provide reasonable notice if you need to reduce hours or step away from the role</li></ul> <p><b>Quality &amp; Professionalism:</b></p> <ul style="list-style-type: none"><li>• Deliver designs that meet professional standards and follow brand guidelines</li></ul>



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- Proofread all text in designs for accuracy before submission
- Check designs carefully before sharing (spelling, alignment, color accuracy)
- Be open to feedback and willing to make revisions
- Ask questions when requirements are unclear

### Brand Compliance:

- Follow Mosaic's brand guidelines strictly (colors, fonts, logo usage)
- Maintain consistency with existing Mosaic materials
- Use only approved imagery and photos
- Seek approval before deviating significantly from brand standards
- Understand that brand consistency is more important than individual creative expression

### Cultural Sensitivity:

- Prioritize dignity and respectful representation in all visual content
- Avoid stereotypes or tokenism in imagery choices
- Represent diverse communities authentically and empoweringly
- Consider accessibility (color contrast, font sizes, readability)
- Be mindful that designs will be seen by multicultural audiences

### Intellectual Property:

- All designs created are the property of Mosaic
- You may use designs in your portfolio with permission
- Do not use Mosaic's brand elements for other purposes
- Respect copyright of stock images and only use licensed/approved resources

### Safety & Wellbeing:

- Work in a safe, ergonomic environment if working remotely
- Take breaks to avoid eye strain and repetitive strain from computer work
- Don't overcommit - maintain healthy boundaries around volunteer time
- Communicate if workload feels overwhelming

### Legal Framework:

- Volunteers are not replacing paid staff or performing work during industrial disputes
- You retain the right to cease volunteering at any time
- Mosaic will provide a safe "working" environment in accordance with WHS obligations
- You will be treated with respect and provided clear project briefs
- Any reference checks or screenings will only be conducted with your informed consent

**Note:** Volunteers are covered by Mosaic's public liability insurance but are not entitled to workers' compensation as per NSW volunteering regulations. This role is designed to complement paid staff, not replace them, and allows you to



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contribute to Mosaic's mission while building your design portfolio in a flexible, supportive environment that values creativity within a framework of cultural sensitivity and brand consistency



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