

Volunteer Position Description

| Position title | Citizenship Test Preparation |
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| Position purpose | To assist Mosaic client to learn and practice information required to undertake Citizenship Test, using Australian Government Citizenship and Mosaic volunteer resources. |
| Target Client Group | Clients mainly from refugee backgrounds, including Afghan, Syrian and others. Clients must have been in Australia for four years before submitting their Citizenship Application. |
| Risk Assessment Safety Requirements | <ul style="list-style-type: none"> • Mosaic will do home risk assessment (if applicable), and provide advice to volunteer. • COVID-safe precautions must be followed. |
| Location | Mutually agreed location, eg. client's residence, public library, TAFE, etc. |
| Time | One (or more) weekly sessions each of approx. 1 to 2 hours. |
| Commitment | Regular weekly sessions. Minimum 5 months commitment (ie. approx. wait time for Citizenship Test to be scheduled). |
| Reporting to | Mosaic Settlement Volunteer Co-ordinator |
| Duties/responsibilities | <ul style="list-style-type: none"> • To assist Mosaic client to learn and practice information required to undertake Citizenship Test, using resources: <ul style="list-style-type: none"> – 'Australian Citizenship: Our Common Bond' booklet (English version and in client's language, eg. Arabic) – Mosaic volunteer Powerpoint slides, highlighting key information from the booklet. – AustralianCitizenshipSupport.com commercial website for practice questions & practice tests. (Small subscription fee, approx. \$30) • To assist client with English language comprehension required for learning Citizenship information. (The resources shown above, and Google Translate and Google Images can help explain language and terminology.) • To engage with client(s) in a friendly, supportive manner, and to provide assistance appropriate to client's skill levels and pace of learning. • To volunteer with client(s) placed by Mosaic only, and within the scope of this Citizenship Test Preparation position description. <p><u>NOTE:</u> Volunteer must not assist client(s) with requests or activities not related to this position description.</p> |

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| | <p>Volunteer can advise client(s) to contact Mosaic caseworker for other requests or activities.</p> <ul style="list-style-type: none"> • To maintain confidentiality in all dealings with client(s), but to inform Mosaic (Caseworker or Volunteer Coordinator) of any client issues that arise. • To provide monthly log of volunteering hours to Mosaic Volunteer Coordinator. |
| Skills, experience, personal qualities | <ul style="list-style-type: none"> • Previous experience/knowledge of Australian Citizenship Test information and process. • Previous experience tutoring in English. • Previous experience volunteering to support refugees or migrants. • Understanding of culturally and linguistically diverse communities. • Excellent verbal communications, interpersonal skills and ability to build a positive supervisor relationship with client. • Reliability, punctuality, responsibility, flexibility, patience, persistence, ability to encourage client 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 and clearances | <ul style="list-style-type: none"> • Working with Children Check (WWC Number, Date of Birth and Expiry Date to be provided to Mosaic) • Federal Police Check (form to be completed at volunteer registration with Mosaic) |