

Feb. 2024

Volunteer Position Description

Position title	Citizenship Test Preparation
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>

Feb. 2024

	<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)