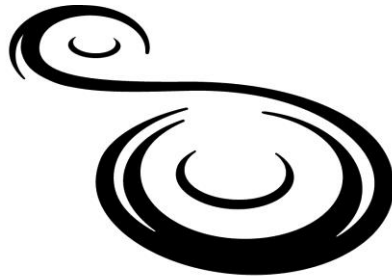


Application package for expressions of interest for

**Somerset Region Support Service  
Volunteer Program**

with



**Somerset**  
REGIONAL COUNCIL

- \* **Somerset Region Support Service Background**
- \* **Volunteer Role Description**
- \* **Volunteer Application Form**

Somerset Region Support Service  
Somerset Regional Council  
2 Redbank Street  
PO Box 117  
Esk, QLD 4312  
Ph: (07) 5424 4000

### Background

The Somerset Region Support Service (SRSS) was established in 2013 (originally branded Somerset Region Neighbourhood Centre) as a continuation of the Somerset Region Community Support Association Service, which had been in existence since 1994.

The SRSS is funded by the Queensland Government (Department of Communities, Housing and Digital Economy) and managed by Somerset Regional Council through the Community Development Coordinator, with the support of volunteers.

The overall goal of SRSS is:

- to provide a non-stigmatising pathway to universal support services;
- to improve social connectedness and wellbeing amongst residents;
- to improve social connectedness and wellbeing amongst residents.

The service aims to identify and respond to the needs of the community, with a priority on vulnerable individuals, families and populations. Community support provided or facilitated by the service includes activities that build skills and knowledge, promote personal and social development and physical wellbeing, and create and sustain local networks.

Some of these supports are provided at Council owned or leased facilities, whilst others occur in locations throughout the region, including privately owned halls or in public areas such as parks.

Services provided by SRSS can be categorised into four main areas:

- Information and referral on/to community support services and activities
- Creation of activities or events which enhance social connectedness and/or build community capacity
- Support for activities which can lead to better health and wellbeing outcomes
- Encourage and advocate for more services to outreach into the Somerset region

Council run facilities include the Esk Community Wellness Hub which operates from the Stepping Stones building in Heap Street, Esk; the Kilcoy Community Wellness Hub which operates from the former GP clinic building on the corner of Brown and Kropp Streets Kilcoy and the Toogoolawah Community Connection Point which operates from the "Playgroup Building", McConnel Park, Cressbrook Street, Toogoolawah.

To be considered for a volunteering role with SRSS, you will need to have a caring disposition, be able to deal with confidential information and be eligible for a Working With Children Blue Card.

Anyone interested in volunteering at an event or activity hosted by the Somerset Region Support Service can download an application package from Council's website [www.somerset.qld.gov.au](http://www.somerset.qld.gov.au) or contact Council's Community Development Coordinator on 5424 4000 or by emailing [mail@somerset.qld.gov.au](mailto:mail@somerset.qld.gov.au).

## SOMERSET REGION SUPPORT SERVICE

### Volunteer Role Description

**Organisation:** Somerset Regional Council

#### Key roles for volunteers:

- Provide information to Somerset residents about available health and social services.
- Assist in the delivery of activities run by SRSS, including preparing, welcoming and helping ensure maximum participation.
- Assist in an administrative capacity.

#### Time requirements:

- There are no specific time requirements
- Activities can be run at various times, but volunteers would not be asked to work evening or weekends.

#### Skills / Qualifications:

- Volunteers must hold a current Blue Card through the Commission for Children and Young People and Child Guardian.
- Volunteers must have the ability to maintain a high level of confidentiality and privacy.
- Volunteers must have a caring approach towards residents/participants and act in a non-judgmental manner at all times.
- Formal qualifications are not required; however, volunteers must understand and have a wide range of life skills.
- Volunteers must be reliable, have good communication skills, a willingness to assist people from many different backgrounds and abilities.

#### Interview:

- Upon receipt of a volunteer application, Somerset Regional Council will arrange an interview with the volunteer applicant. This will involve a panel of two Council officers – (Human Resources representative and Community Development Coordinator) and the prospective volunteer to discuss the role and ask questions to assess suitability to become a volunteer with Somerset Regional Council.

#### Orientation & Training:

- Applicants who are selected as volunteers will be required to undergo a full induction program (including Work Health and Safety) where they will be required to read, understand, agree to and sign the “Somerset Regional Council Code of Conduct, Confidentiality & Privacy Agreement”, “Staff and Volunteer Statement” and other formal documentation as required.
- Initial orientation is provided as well as on-going training, support, performance appraisal and briefing as required.

#### Rosters & Uniforms:

- Volunteers will be scheduled to attend an agreed time/event with at least one (1) months' notice in advance being provided.
- Coverage by Council's insurance policy requires volunteers to sign in at the start of shift and sign out at the end of shift.
- Unexpected commitments and days of illness are reasonable and will be accommodated with adequate notice. If volunteers are unable to attend an activity for any reason, they are to contact the Community Development Coordinator as soon as practicably possible..
- A polo shirt and name badge will be supplied by Council which volunteers should wear as a required uniform on shift and whilst attending training.
- A Council branded jacket will be issued to volunteers who are rostered to work a minimum of three (3) shifts per quarter (minimum once per month or three (3) times over a three (3) month period).
- General attire is “smart casual” with covered footwear as appropriate to presenting a professional image.

- Clothing must be appropriate to the health and safety considerations of the volunteer's work responsibilities.

**Customer Service Etiquette:**

Training will be provided on the standards of customer service and etiquette.

Volunteers will aim to greet all centre visitors with a smile, offer assistance and satisfy all enquiries to the best of their ability.

**Complaint Handling:**

From time to time you may encounter clients who are irritated or aggrieved.

Training will be provided on the standards of complaint handling and recording required

- Always stay polite.
- Keep a calm voice.
- Refer any aggrieved enquiries to the Community Development Coordinator.
- Council has a zero tolerance policy on abusive behaviour toward volunteers.

**Performance procedures:**

- Volunteers will receive and/or can request feedback on their performance.
- Volunteers may discontinue their service as a volunteer at any time.
- Council requests written/emailed notice of resignation.
- A volunteer's service may be terminated at any time if Council considers the volunteer has acted contrary to established policies and procedures and a remedy is unable to be reached.
- Upon resignation or termination, volunteers are to return polo shirts, jackets, name badges and any other Council property in their possession.

**Conclusion:**

Ensure that you enjoy what you do while volunteering with Somerset Regional Council. We appreciate and thank you for your participation.

Personal Details			
Surname		First Name	
Street			
Town		Post Code	
Home Phone		Mobile	
Email:			
<p>Are you aware of any illness or disability that may affect your ability to perform the duties of a volunteer within the Somerset Region Support Service?</p> <p><input type="checkbox"/> Yes – please state</p> <p><input type="checkbox"/> No</p>			
Preferred location/town to work			
Qualifications / Experience / Hobbies			
<p><b>List any qualifications, experience, hobbies you may have which will be useful in a volunteer role. A resume may be attached.</b></p> <p><i>Academic Qualifications:</i></p> <p><i>Computer Literacy:</i> (please state what computer programs/software/internet etc you are familiar with)</p> <p><i>Work Experience:</i></p> <p><i>Hobbies:</i></p> <p>If more space is needed, please feel free to attach another page with further information</p>			
Benefits for the service and for you			
<p>In a paragraph, please describe what you can contribute through volunteering at the Somerset Region Support Service (eg, skills, experience, personal qualities).</p>			

Please describe how you think volunteering with the Somerset Region Support Service will benefit you.

**Blue Card / Driver's Licence**

Do you hold a current blue card?

- Yes
- Number: \_\_\_\_\_
- Volunteer
- Paid Employee
  
- No
- Not yet - I would be prepared to obtain

Do you hold a current Qld driver's licence?

- Yes
- No

Details

Class:

Number:

Expiry Date:

**Availability**

Please advise which days of the week, frequency and preferred times you are available

**Monday**

\_\_\_\_\_

Notes: .....  
.....  
.....

**Tuesday**

\_\_\_\_\_

Notes: .....  
.....  
.....

**Wednesday**

\_\_\_\_\_

Notes: .....  
.....  
.....

**Thursday**

\_\_\_\_\_

Notes: .....  
.....  
.....

**Friday**

\_\_\_\_\_

Notes: .....  
.....  
.....

**Multi-Media Consent**

As a volunteer, your image may be used in various documents, publications, productions and presentations internally and externally, in printed materials and online for marketing/promotional purposes. The signing of your Volunteer Application Form and the terms and conditions contained therein, is also your consent for Council to take and use photographs, video or sound recordings, as it deems appropriate.

If you do not consent to your image being used by Council, please provide a letter in writing to the Chief Executive Officer outlining the reason/s. Please note that you may seek consideration from the Chief Executive Officer to withdraw your consent at any time by providing a letter in writing to the Chief Executive Officer.

**Applicant Name:** \_\_\_\_\_

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Please note: If you are under 18, please ask a parent or legal guardian to sign for you.*

**Office Use Only**

Date received		Appointed	
Interview call		Notifying letter sent	
Date interviewed		Not Appointed	

Notes