



Volunteer Information Booklet





Contact

For further enquiries contact:

Pine Rivers Neighbourhood Centre

865 Gympie Road, Lawnton, QLD 4501

PO Box 489 Lawnton, QLD 4501

T: 07 3889 0063

E: encircle@encircle.org.au

Opening hours: Monday to Friday 9:00am—4:30pm

Pine Rivers Community Legal Service

4a/481 Gympie Road, Strathpine, QLD 4500

T: 07 3881 3500

E: legal@encircle.org.au

Opening hours: Monday to Thursday 9:00am—4:00pm; Thursday Night
5:45pm—7:30pm; Friday 9:00am—12:00pm

Redcliffe Neighbourhood Centre

1 Lamington Drive, Redcliffe, QLD 4020

T: 3284 3081

E: redcliffe@encircle.org.au

Pine Rivers Neighbourhood Centre (Cont.)

Volunteer Receptionist/Greeter

Volunteer Intake and Response Worker

Homestay Support Volunteer

Community Development Support Volunteer

Community Centre Administration Volunteer

Community Centre Maintenance Volunteer

Handyperson

Multicultural Support Volunteer

Adult Literacy Tutor Volunteer

Volunteer Drivers

Volunteer Group Facilitators

Administration Support Volunteer

Encircle

Board Member

Volunteer Administration Worker

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About Encircle

Encircle Ltd is a Not for Profit community owned and operated organisation for individuals and families in the Greater North Brisbane region since 1987.

Encircle responds to personal and community needs within a safe and welcoming environment. Support services are offered to community members using an approach which values each individual and their strengths.

We are committed to developing and maintaining services that respond to the needs of the community, with an emphasis on working in partnership to make this happen.

Our Vision

Connected, vibrant, resilient communities.

Our Mission

Strengthening individuals and families to take informed control of their lives and together enriching community.

Volunteer Positions

Redcliffe Neighbourhood Centre

Volunteer Bus Driver	Volunteer Receptionist/Greeter
Volunteer Bus Assistant	Volunteer Gardener
Volunteer Flexi-Ride Desk Operator	Volunteer Handyman
Volunteer Flexi-Ride Driver	Community Development Support
Administration Support Volunteer	Volunteer
Adult Literacy Tutor Volunteer	Volunteer Group Facilitators
	Volunteer Intake and Response Worker

Pine Rivers Legal Service

Volunteer Solicitors	Volunteer Receptionist
Volunteer Legal Administration	Volunteer Handyman
Law Student volunteer	

Pine Rivers Neighbourhood Centre

ICT Support Volunteer	
Volunteer Handyman	Volunteer Gardener

Important Policies and Procedures

Encircle has a comprehensive Policy and Procedure Manual and you will be required to spend some time reading through and understanding them at the commencement of your volunteer placement. Depending on the volunteer role, you may be required before starting a volunteer position to hold a **Working with Children (Blue) Card and/or a recent national police clearance**. We are able to assist you with the applications at no cost to you if you are suitable for the role.

The following policies and procedures are essential for you to read and understand in order for you to fulfill your role as a volunteer.

- Confidentiality Procedure
- Misconduct
- Code of Conduct Form
- Volunteer Support and Supervision Procedure
- Practice Framework Policy
- Positive Workplace Behaviour Procedure
- Misconduct Procedure
- Workplace Bullying Procedure
- Antidiscrimination and Sexual Harassment Procedure
- Access , Equity and Eligibility Procedure
- Conflict of Interest Procedure
- Insurance Policy
- Child Protection Procedure
- Workplace Injury and First Aid Procedure
- Health and Safety Procedure
- Critical Incident and Lockdown Procedure



Encircle's Practice Framework

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognise that change is constant and inevitable
- support self-determination through genuine choice and the right to participation, inclusion and consultation

This framework influences our processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas.

It also facilitates a mutual learning environment that values self-reflective practice.



Encircle's Work Is

Community development oriented

Child and young person centred

Prevention and early intervention focused

Family Focused

ENCIRCLE'S PRACTICE FRAMEWORK IS INFORMED & GUIDED BY THE FOLLOWING OPERATING PRINCIPLES:

Social Justice

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalised.

Professionalism

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities

Integrity

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods

Transparency

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems.

Respect

Respect involves a high regard for people's intrinsic worth, their right to self-determination, participation and inclusion.

Partnership

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources.

Volunteering at Encircle

Encircle subscribes to the Volunteering Australia (VA) definition for volunteering. VA is the National peak body for volunteering work to advance volunteering in the Australian community. According to VA, **volunteering is time willingly given for the common good and without financial gain**. Information about the national standards for volunteer involvement, best practices and volunteers' rights and responsibilities can be found on their website at www.volunteeringaustralia.org

Since Encircle began in 1987, volunteers have been an important part of the services which the centre provides to the community. Many of our programs would not be able to run without the ongoing commitment and support of our volunteer team.

Our volunteering program is built around the needs, interests and expectations of our volunteers, and how it corresponds to the services we provide and the human resource we require to deliver the services. Volunteering at Encircle can be a way for you to;

- Experience something new
- Give back to the community
- Gain work experience
- Share knowledge and experience
- Learn new skills or improve existing skills
- Gain a sense of purpose and a sense of belonging
- Expand social network and meet new people
- Become acquainted with the community
- Get back into the work force
- Share, care and give a helping hand



Qualities that are common in our volunteers are communication and interpersonal skills, team work, empathy, good work ethics and a willingness to learn. We provide orientation and on-going training, and our staff provide supervision for all volunteers. With over 200 active volunteers giving their time every week, our volunteers are from diverse cultural and professional background, and include teenagers and septuagenarians.

Family Support Services Program

- Lawnton Family Support - Helping families experiencing increased stress or disruption to family life due to physical or mental health issues, loneliness, isolation or a breakdown in family relationships cope with the demands of children, parenting and managing home and family life.
- Young Parents Program—The Young Parents Program (YPP) is a place where young pregnant and parenting women can come together to meet other young mums and mums-to-be, to access support and information and get involved in fun group activities. The service is for young pregnant women who are 19 and under, and young mums who were teens during their first pregnancy and are still under 23. YPP runs a Pregnancy Group for first time mums-to-be as well as Young Mums Groups. Workers also provide individual support around a range of issues and experiences. YPP regularly runs different projects for young pregnant and parenting women as well as creating and participating in opportunities for community education and social action.

Counselling and Therapeutic Response

- Counselling and Family Therapy – available by appointment to individuals, children, couples and families who want help to explore personal issues. These can involve dealing with a stressful situation, relationship and family difficulties, self-esteem, family violence, grief and loss.
- Specialised Family Violence Counselling - strengthening family relationships, preventing breakdown and ensuring the wellbeing of children through the provision of broad based counselling and education to families affected by domestic and family violence. This is an early intervention and prevention service to all types of families at any stage in a family relationship.

Organisational Structure and Services

CEO and Leadership Team

The Chief Executive Officer and the Leadership team work together to implement best management practices, and promote cooperation; integration and continuity between the program areas. The CEO and the Leadership Team:

- Lead, direct and manage the operations of Encircle within a developmental framework, in collaboration with the Board
- Develop and maintain strategic relationships/partnerships to enhance community profile, ensure organisational sustainability and deliver targeted services that respond to community issues and needs
- Foster and sustain an organisational culture based on a team and strengths approach

Corporate Services

- Financial management and financial sustainability projects e.g. Riverstop Café, Community Garden
- Information and Communications Technology Management
- Property Management
- No Interest Loan Scheme (NILS) – interest-free loans for individuals and families on low incomes.

Pine Rivers Neighbourhood Centre

- Community Development Projects, Events and Resources.
- Volunteering Opportunities
- Adult Literacy – One on one tutoring for adults to support them with their reading and writing. This program is flexible enough to take into account the specific needs and literacy levels of individuals.
- Multicultural Ladies Group.
- Conversational English Group.
- Community spaces - Facilitating access to affordable community meeting space through the management of seven council owned facilities, plus rooms within the Pine Rivers Neighbourhood Centre.

- Information and Referral - responding to requests for information about available services in the community, such as government departments, social clubs, educational courses, welfare agencies, and legal and health services.
- Intake and Response (I&R) - people presenting at the centre requesting support services undertake a confidential 'interview' (conversation) to help workers understand the whole story of the current situation. This can help the workers and the client figure out the best strategy in response to their situation. This might include referral to emergency relief services, advocacy around bill payments, homelessness support services, counselling services, family support services, Homestay (support to stay housed), legal advice services, courses, groups etc.
- Reception - providing a welcoming environment to all who access the centre, accurate and reliable information and administrative support to the centre.

Redcliffe Neighbourhood Centre

- Information and Referral - responding to requests for information about available services in the community, such as government departments, social clubs, educational courses, welfare agencies, and legal and health services.
- Specialised Family Violence Counselling - strengthening family relationships, preventing breakdown and ensuring the wellbeing of children through the provision of broad based counselling and education to families affected by domestic and family violence. This is an early intervention and prevention service to all types of families at any stage in a family relationship.
- Family Support – Helping families experiencing increased stress or disruption to family life due to physical or mental health issues, loneliness, isolation or a breakdown in family relationships cope with the demands of children, parenting and managing home and family life.
- Family Therapy and Counselling – for individuals, children, couples and families.
- Older Persons Action Program – offers seniors bus trips, morning teas, community transport services and friendship.
- Community Development Projects, Events and Resources.
- Volunteering Opportunities
- Flexi Ride

Homestay

Early Intervention Homelessness: support for individuals and families at risk of homelessness to Stay Housed through the provision of customised support to maintain and sustain their tenancy.

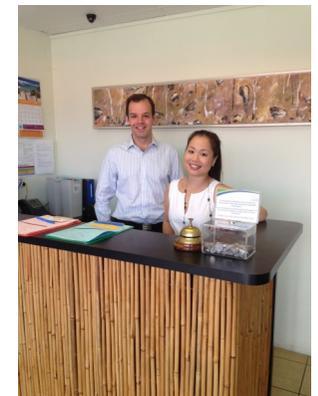
Homestay Caseworkers support people by:

- Offering advice on what to do if they have received a Form 11 (Notice to Remedy Breach) or Form 12 (Notice to Leave)
- Providing advocacy with real estate agents or government housing department
- Helping with paperwork and phone calls
- Finding appropriate and more affordable housing
- Providing opportunities to learn new skills to ensure people are able stay in their accommodation
- Referring to other specialist services where needed
- Providing information, advice and referral options
- Pine Rivers and Redcliffe Neighbourhood Centres

Pine Rivers Community Legal Service

The Pine Rivers Community Legal Service provides a free and confidential legal advice service:

- face to face legal advice
- information and referral, including printed materials
- Assistance with the completion of various Do-It-Yourself Kits.
- Will making
- Will and Power of Attorney documentation
- Community education sessions
- Domestic Violence / Child Protection Court Duty Lawyer Service



Collaborative partnerships exist with Family Relationship Centres at Chermside and Strathpine to enable on site delivery of advice and drafting of consent orders.