



CUMBERLAND
COUNCIL



Cumberland Council Volunteer Program

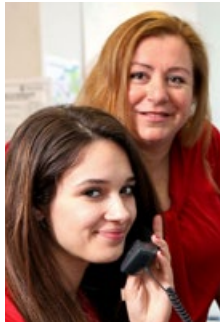
Volunteer Program Summary



CUMBERLAND
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*Cumberland Council
Volunteer Program*



Cumberland Council Volunteer Program

Cumberland Council's Volunteer Program offers local residents the chance to be involved in a range of Council activities and programs.

Volunteers work alongside Council staff to deliver and enhance a variety of services and programs. Volunteers assist Council by developing links in the local community and contributing to community cohesion and independence.

Why volunteer at Cumberland Council?

Volunteering at Cumberland Council will allow you to:

- Make a positive contribution to local projects and the community.
- Learn new skills.
- Build your confidence.
- Meet new people.
- Gain valuable work experience.

Volunteer opportunities

Volunteer opportunities are available in a wide range of areas including libraries, community centres, parks and gardens, administration and community events.

All volunteers are provided with a clear job description stating agreed working hours, the purpose of the

position and tasks to be undertaken. Training, sound guidance and direction is given to all volunteers to make it easy and enjoyable to carry out their volunteering work.

Vacancies are regularly advertised on the Cumberland Council website: www.cumberland.nsw.gov.au/volunteer. Note: Please check the role requirements to ensure that you are eligible to apply.

Summary of volunteer roles available at Cumberland Council

People who wish to volunteer in certain roles **MUST** have a Working With Children Check or National Police Check. **The checks are free for volunteers.**

Roles with (*) require a Working with Children Check clearance and (#) require a National Police Check clearance.



Administration

Administration Assistant

Roles in the Cumberland Council offices are available for qualified volunteers and offered for a maximum three months. Due to high demand, volunteers may be required to do short administrative tasks before starting their volunteer assignments.

Roles vary depending on Council staff requirements and can include any one of the items listed in the responsibility section.

Time commitment

Volunteers must commit up to three months, either one or two days a week depending on tasks and projects available.

**# A National Police Check or Working With Children Check may be required for volunteers working in specific Units in Council.*

RESPONSIBILITY

- Data entry and analysis.
- Undertaking a project, such as creating a flyer in Microsoft Publisher, reviewing the website and creating content.
- Scanning, filing, researching information.
- Assisting with mail merges and mail outs.
- Making phone calls.

WHAT YOU NEED

- Computer skills and typing ability - use of Microsoft Office including Word, Excel, PowerPoint and Outlook (calendar and email).
- Accuracy and attention to detail.
- Sound written and verbal communication skills.
- Ability to work and participate cooperatively in a team environment and demonstrate support to team members.
- Ability to maintain a high degree of confidentiality in performing work duties.



*Children's
Services*

Childcare Assistant and Out of School Hours (OOSH) Assistant

Roles vary depending on Council staff requirements and can involve a variety of activities to support the Centres.

** Must have a Working With Children Check clearance.*

RESPONSIBILITY

- Assist with early childhood and out of school hour's programs.

WHAT YOU NEED

- Friendly manner and ability to interact with children.
- First Aid certificate may be required.
- Well organised person who is willing to work as part of a team.
- Available weekends and/or out of hours.



Community Services

Centre Based Volunteer

Also:

- CALD CBM
- General Assistant
- General Assistant Wellness Program
- In-Centre Activities Assistant

Roles vary depending on internal staff requirements and can include any one of the items listed in the responsibility section. Role is based at one of the Centres.

** Volunteers working in Community Centres must have a Working With Children Check clearance.*

Volunteers working in Aged and Disability services must have a National Police Check clearance.

RESPONSIBILITY

Assist with the daily running of Council's Community Centres. This includes but is not limited to:

- Facilitation of craft activities, games and light exercises.
- Data administration.
- Assisting in community engagement.
- Assisting in setting up, running activities and clearing up/pack down of centre activities including meals.
- Food preparation (e.g. sandwiches for outings) and cutting up customer's meals if required.
- Assist with administration and activities e.g. craft preparation, laminating, decorating, phone calls.

Note: General Assistant Wellness Program is based at Wentworthville Community Centre and In-Centre Activities Assistant is based at Guildford Community Centre.

WHAT YOU NEED

- Ability to interact with individuals to enhance their well-being, e.g. conversation.
- Safe food handling or willingness to participate in training.
- Knowledge of administration and activities e.g. craft preparation, laminating, decorating, phone calls.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Available weekdays on a roster basis.

Community Access Program Assistant (Lifestyle & Leisure Links)

This role involves supporting group outings for adults with disability. Volunteers assist staff to deliver a safe and enjoyable social experience to participants with disability.

This is an ongoing position and volunteers are requested to commit for medium to long periods.

Must have a National Police Check clearance.

RESPONSIBILITY

- Assist with the delivery of social experiences for adults with disability.

WHAT YOU NEED

- Commitment to working with people with disability.
- Commitment to work within the guidelines and legislation relevant to the position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Trustworthy, patient and reliable.
- Ability to volunteer on weeknights and weekends and conduct duties of the position or willingness to learn.

Community Events Assistant

Assist at community events such as the Cherry Blossom Festival and Fun 4 Kids. Tasks will vary depending on the event but can include event set-up, providing information, on-site coordination, and event promotion.

* Must have a Working With Children Check clearance.

RESPONSIBILITY

- On-site event coordination (event set-up, information provision, evaluation, photography etc).
- Liaison with community (general enquiries assistance).

WHAT YOU NEED

- Friendly manner and ability to interact with general public.
- Basic computer knowledge would be useful for those wishing to be involved in pre-event planning.
- Well organised person.
- Be willing to work as part of a team.
- Available weekends and/or out of hours for on-site event assistance.

Delivery Assistant (Nutrition Services)

Help to transport meals with the Delivery Driver.

This is an ongoing position and volunteers are requested to commit for medium to long periods.

Must have a National Police Check clearance.

RESPONSIBILITY

- Assist the Delivery Driver with the timely and efficient delivery of meals to service users within their own homes.

WHAT YOU NEED

- Commitment to working with seniors and people with disability.
- Commitment to work within the guidelines/legislation relevant to this position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Trustworthy and reliable.
- Pleasant and patient manner.
- Good communication skills.
- Ability to work as part of a team.
- Available weekdays on a roster basis.

Delivery Driver (Nutrition Services)

This role involves volunteers delivering meals to the homes of seniors and people with disability. Delivery may be to various locations, CALD/ CBM venues or directly to the homes of service users.

This is an ongoing position and volunteers are requested to commit for medium to long periods.

Volunteers must have their own car.

Must have a National Police Check clearance.

RESPONSIBILITY

- Drive their own vehicle to transport meals in a timely and efficient manner to service users within their own homes.

Note: Fuel reimbursement will be available for successful applicants (Terms and Conditions apply).

WHAT YOU NEED

- Commitment to working with seniors and people with disability.
- Commitment to work within the guidelines/legislation relevant to this position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Trustworthy and reliable.
- Pleasant and patient manner.
- Good communication skills.
- A valid driver's licence (Class C).
- Use of a registered car with comprehensive insurance.
- Ability to work as part of a team.
- Available weekdays on a roster basis.

Driver (Social Inclusion)

This role requires transporting service users to various venues for social activities.

There are two roles: Driver in Social Inclusion Team uses their own vehicle and/or program vehicles. Other drivers use service vehicles in Social Inclusion Team.

Must have a National Police Check clearance.

RESPONSIBILITY

- Volunteers transport service users to different locations. Fuel reimbursement will be available for successful applicants who use their own vehicle (Terms and Conditions apply).
- Assist service user in and out of car as required.

WHAT YOU NEED

- Must have a valid driver's licence:
 - » own car (Class C)
 - » service bus (Class LR)
- Availability to work weekdays on a roster basis.

Home Visit Volunteer (Social Inclusion)

Home visit volunteers provide companionship and support to elderly people aged over 65 by visiting them in their own homes. One hour visits.

Must have a National Police Check clearance.

RESPONSIBILITY

- Provide companionship and support to the elderly by visiting them in their own home, for an hour.

WHAT YOU NEED

- Ability to follow any Safe Work Method procedures implemented for the service user's home whilst at the home and when arriving and/or leaving.
- Provide companionship to service user during home visit.
- Commitment to working with seniors and people with disability.
- Ability to conduct duties of position or ability/willingness to learn.
- Commitment to work within the guidelines/legislation relevant to this position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Pleasant and patient manner.
- Good communication skills.
- Available to work weekdays on a roster basis.

Kitchen Hand (Nutrition Services)

This role involves assisting with preparation of meals for seniors and people with disability.

This is an ongoing position and volunteers are requested to commit for medium to long periods.

Must have a National Police Check clearance.

RESPONSIBILITY

- Assist staff with preparation and the serving of meals and general cleaning up after meals.

WHAT YOU NEED

- Commitment to working with seniors and people with disability.
- Ability to conduct duties of position or ability/willingness to learn.
- Commitment to work within the guidelines/legislation relevant to this position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Trustworthy, patient and reliable.
- Pleasant and patient manner.
- Good communication skills.
- Ability to work as part of a team.
- Available weekdays on a roster basis.

Over 55's Leisure & Learning Group Leaders (Lifestyle & Leisure Links)

This role involves committing to overseeing/supporting Centre-based groups for a set period. Volunteers will have specific skills that will allow them to facilitate a program/activity for a set period of time. They must have a genuine empathy for and understanding of older people and people with disability, be positive and have the ability to communicate with people from a variety of backgrounds.

Must have a National Police Check clearance.

RESPONSIBILITY

- Deliver social experiences for adults with disability.

WHAT YOU NEED

- Commitment to working with people with disability.
- Commitment to work within the guidelines and legislation relevant to the position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Trustworthy, patient and reliable.
- Ability to volunteer on weeknights and weekends and conduct duties of the position or willingness to learn.

Shopping Assistant (Social Inclusion)

This is an ongoing position and volunteers are requested to commit for medium to long periods.

Volunteers must have their own car.

Must have a National Police Check clearance.

RESPONSIBILITY

- Drive their own vehicle to pick up service users from their homes and take them to the shops to do groceries etc. for approximately two hours.
- Assist service user in and out of car as required

Note: Fuel reimbursement will be available for successful applicants (Terms and Conditions apply).

WHAT YOU NEED

- A valid driver's licence (Class C).
- Use of a registered car with comprehensive insurance.
- Commitment to working with seniors and people with disability.
- Ability to conduct duties of position or ability/willingness to learn.
- Commitment to work within the guidelines/legislation relevant to this position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Pleasant and patient manner.
- Good communication skills.
- Available to work weekdays on a roster basis.

Transport Assistant (Social Inclusion)

This is an ongoing position and volunteers are requested to commit for medium to long periods.

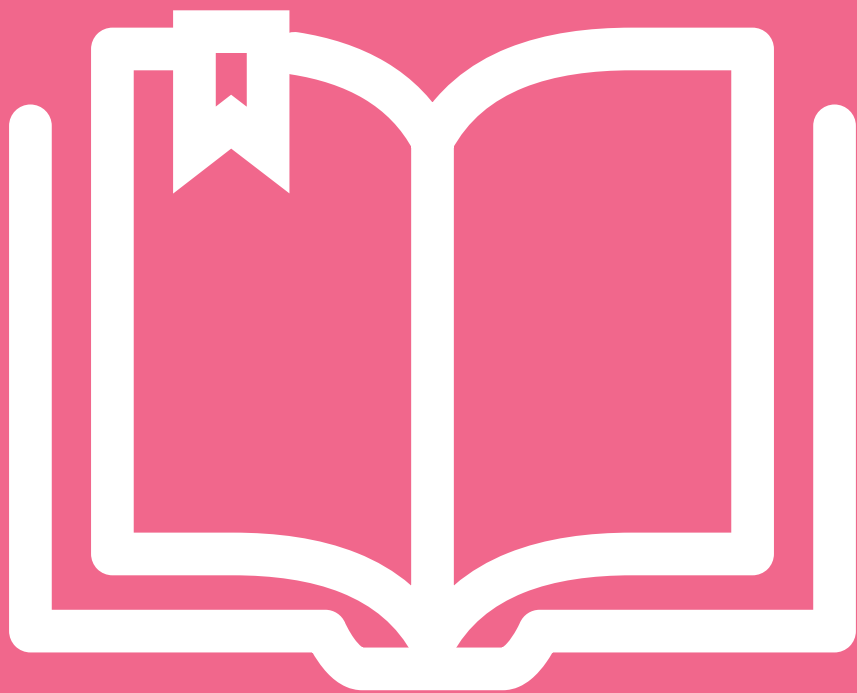
Must have a National Police Check clearance.

RESPONSIBILITY

- The ability to assist service users on and off the bus in a safe manner and assist service users during outings.
- The ability to assist service users in getting to the toilet or getting food/drinks as required.

WHAT YOU NEED

- Commitment to work within the guidelines/legislation relevant to this position.
- Commitment to maintain confidentiality.
- Knowledge of, and commitment to, the person-centred approach (or willingness to learn).
- Pleasant and patient manner.
- Good communication skills.
- Available weekdays on a roster basis.



Library Services

Computer Class Tutor

Computer class tutors work one-on-one or with small groups of people to improve their understanding and everyday use of computers. Classes are held throughout the week during library opening hours at a number of libraries. Computer classes are held in English and other languages.

RESPONSIBILITY

- Help adults to improve their level of digital literacy in a friendly group environment.
- Encourage attendees to join the library and use its many services and programs.
- Prepare lessons (use of office equipment such as photocopier, computer and projector screen).

WHAT YOU NEED

- Familiarity and experience with everyday PC use.
- To be savvy with the use of common PC applications (MS Office applications, social media/online applications, etc).
- Excellent communication skills.
- Commitment to helping others learn.
- Ability to work with people from culturally and linguistically diverse backgrounds.

English Conversation Tutor

English conversation tutors work with small groups of people to improve their understanding and everyday use of English. Classes are held throughout the week during library and Community Centre opening hours.

RESPONSIBILITY

- Help adults to improve their English conversation skills in a friendly environment.
- Deliver English Conversation Classes.
- Encourage adults and their families to join the library and use its services and programs.
- Prepare lessons and use office equipment such as photocopier and computer.

WHAT YOU NEED

- Ability to work with people from culturally and linguistically diverse backgrounds.
- Excellent communication skills.
- Commitment to helping others learn.
- Completion of tutor training (provided for free by Cumberland Council) or previous experience/qualifications.

Justice of the Peace (JP)

Justices of the Peace act as independent witnesses to documents people use for official or legal purposes. People interested in volunteering as a JP must be a registered Justice of the Peace in NSW.

RESPONSIBILITY

- Witness a person making a statutory declaration.
- Witness a person making an affidavit.
- Certify a true copy of an original document.

WHAT YOU NEED

- Registered Justice of the Peace in NSW.

Reading Buddies Assistant

Reading Buddies provide one-on-one reading assistance to school aged children. This program is available in most Cumberland Libraries but not all. Availability varies each school term.

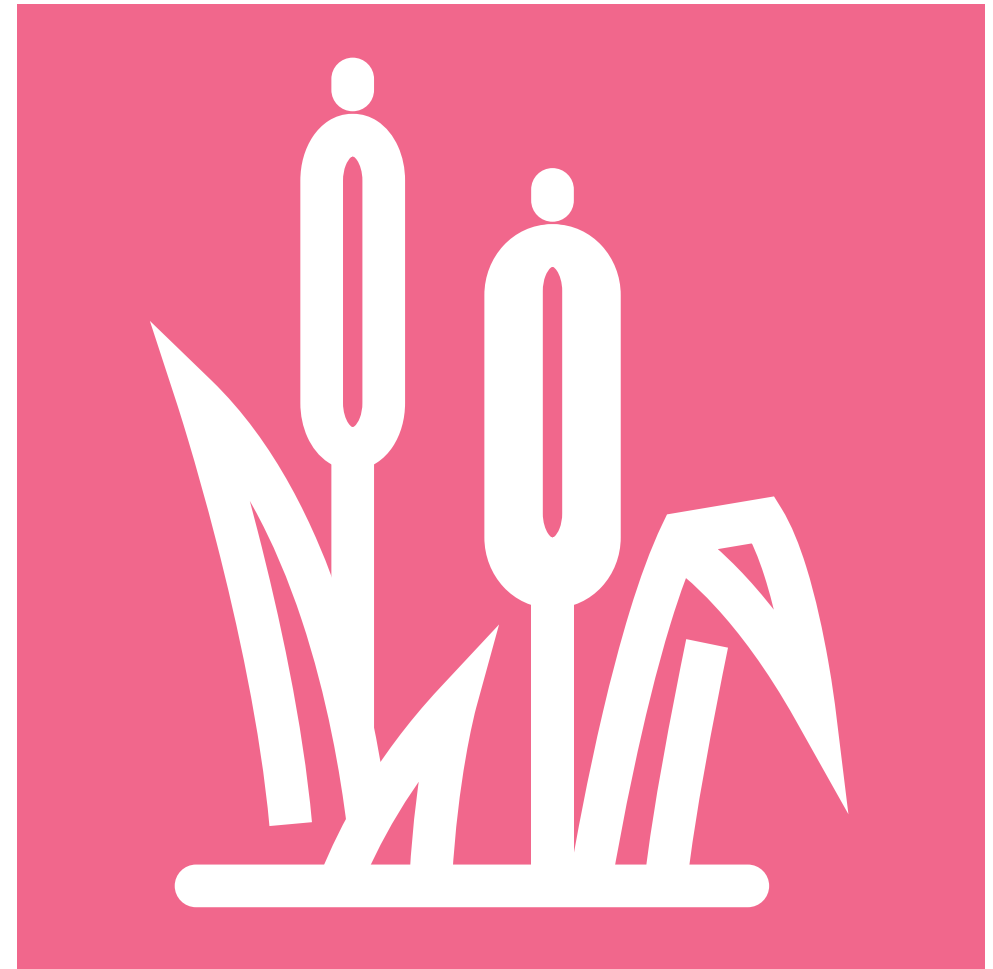
** Must have a Working With Children Check clearance.*

RESPONSIBILITY

- Help engage children in reading.
- Create a positive experience for all children attending the program.
- Help children learn to read and practice their reading in a safe and supported environment.

WHAT YOU NEED

- Excellent communication skills.
- Encouraging and positive attitude.
- Able to communicate with children.
- A Working With Children Check clearance.



*Parks and
Environment*

Bush Care Volunteer

Bushcare volunteers meet monthly to take part in a variety of activities such as weed removal, planting, seed collection and flora observation, particularly around the Duck River area.

Volunteers must have their own safety boots.

RESPONSIBILITY

- Weed removal and control.
- Planting and revegetation works.
- Fauna and flora observation and recording.
- Seed collection and propagation.
- Litter collection.

WHAT YOU NEED

- An interest in the conservation of natural areas and environmental issues.
- Willingness to work as part of a team.
- Sturdy enclosed shoes.

Central Gardens Zoo Volunteer

Provide general assistance to the Central Gardens Zoo staff.

Volunteers must have their own safety boots.

RESPONSIBILITY

- Assisting with the care for the animals.
- Assisting with the general upkeep of the Zoo.
- Litter collection.

WHAT YOU NEED

- An interest in the care for animals in the Zoo area.
- Willingness to work as part of a team.
- Sturdy enclosed shoes.

How to become a Cumberland Council Volunteer



Read through the volunteer roles and select a role that you would like to apply for.

Applications can be submitted online at www.cumberland.nsw.gov.au/volunteer. You can also get a copy of the application form by contacting the Volunteering and Employment Pathways Officer on 02 8757 9000.

Fill in the application form and send it to Cumberland Council:

1. **Email:**
council@cumberland.nsw.gov.au
2. **In person:**
 - Auburn Service Centre
1 Susan Street, Auburn
 - Merrylands Service Centre
16 Memorial Avenue, Merrylands
3. **Post:**
Cumberland Council
PO Box 42, Merrylands NSW 2160

For more information about the Cumberland Council Volunteer Program, please contact Cumberland Council's Volunteering and Employment Pathways Officer on:

- **Email:**
council@cumberland.nsw.gov.au
- **Phone:**
(02) 8757 9000
- **Web:**
www.cumberland.nsw.gov.au/volunteer
- **In person:**
Merrylands Service Centre
16 Memorial Avenue, Merrylands



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