

## GENERAL VOLUNTEER

### Position Description



#### VOLUNTEER HOURS

**1 x Shift**

2 - 4 hours each week/fortnight

Ideally we like a regular commitment for

**6 MONTHS**

to ensure consistency of service for our friends doing it tough.

#### REPORTS TO

- Orange Sky Volunteer Team Leader

#### LOCATION



We operate in a number of different services all over Australia!

Make sure you check [locations.orangesky.org.au](http://locations.orangesky.org.au) for the latest details of where we are located!

#### OUR MISSION

Join us in our mission to Positively Connect Communities. We don't have all the answers to homelessness, but what we can provide is **free clean laundry**, a **warm shower** and **genuine conversation** to those doing it tough.

#### WHAT WE DO

We have a simple formula; we provide a platform for every day people to connect through a regular free laundry and shower service. The focus is on creating a safe, positive and supportive environment for people who are too often ignored or who feel disconnected from the community. Our volunteers are not social workers or experts on homelessness - they are empathetic listeners and great conversationalists.

## OUR VALUES

### ENERGY & DRIVE



We value initiative and the willingness to do whatever it takes to get stuff done.

### COLLABORATIVE PARTNERSHIPS



We succeed through sharing ideas, challenges and resources.

### IMAGINATION & INNOVATION



We take pride in our ability to solve problems through invention and creativity.

### PASSION & FOCUS



We feel incredibly lucky to help improve the lives of others.

## RELATIONSHIPS

You will develop close working relationships with:

- Friends (people experiencing homelessness)
- Fellow volunteers
- Service Providers (partners we work with on shift)
- Orange Sky HQ Employees

## YOUR ROLE

As a General Volunteer, you will **positively connect** with all people during your Orange Sky (OS) shift, and assist with driving the van, **providing free laundry and shower service operations**, and have **genuine conversations** with friends, service providers and other volunteers.

We have laundry vans, shower vans, hybrid vans (these are vans that have laundry and shower facilities in one!), fixed laundry pods and indoor laundries in our different service locations.

## YOUR CONTRIBUTION

- Provide safe and reliable access to laundry facilities, including loading and unloading machines, and carrying washing baskets of clothing.
- Provide safe and reliable access to shower facilities, including providing clean robes, towels, bath mats and ensuring that our shower product is stocked.
- Assist in unpacking and packing the van, including chairs, washing baskets, trip guards, and other equipment.
- Assist with reeling and unwinding hoses and laying them out.
- Clean the machines and showers.
- Complete Activity Reports (as required) via our online volunteer management system, Volaby.
- Drive van to and from shift, and fuel up with diesel when required (not mandatory).
- Submit an Incident Report for all incidents that occur, and participate in follow up communications required in the debriefing process.
- Engage in positive and genuine conversations with all friends, volunteers, service providers and members of the public.
- Take reasonable steps to respond to all communication in a timely manner via phone, email or in person with all other members of Orange Sky.



*It's important for the shifts to keep happening, for the vans to keep coming out because that's the connection. For some people, it may be the only connection that they have.*

- Ros, friend.

## POSITION REQUIREMENTS

- Be over 18 years of age.
- Demonstrate the characteristics of an **Orange Sky person**.
- Demonstrate a commitment to Orange Sky and our mission to positively connect communities.
- Abide by all policies and procedures in the OS Volunteer Handbook while representing OS on shift, at events, online or any other time.
- Willingness and ability to engage in clear verbal conversations of a positive and non-judgemental nature with people experiencing homelessness.
- Physically able to operate OS equipment, including the washing machines, dryers, generator/power systems, hoses/tanks and cleaning of showers, which may include climbing into the back of the van to do so.
- Be able to comprehend and adhere to all safety and operational procedures, as well as co-operating with any reasonable requests relating to health, safety and wellbeing.
- Complete our online Orange Sky induction training, refresher training and any additional training as required.
- Confident in communication technology, including mobile phone apps and email.
- Actively engage with and utilise Orange Sky's technical resources such as WhatsApp, OS Resource Hub and our volunteer management system, Volaby.
- Operate the OS vehicle, pod or laundromat in full accordance with Orange Sky's safety procedures.
- Be able to comply with, or obtain, any relevant checks or licences that may be required for volunteering with vulnerable populations in the relevant states and territories.

## WHAT'S IN IT FOR ME?



### **TRAINING COURSES & WEBINARS**

Access to all Orange Sky training resources and opportunities to innovate and think outside the box.



### **AMPLIFY YOUR RESUME**

As you enter the workforce, Orange Sky volunteering can help to boost your resume power.



### **POSITIVELY CONNECT**

As an Orange Sky volunteer, you not only connect with our friends doing it tough, but also your fellow volunteers and other members of the Orange Sky circle.



### **A SENSE OF PURPOSE**

The sense of purpose and feeling like you're making difference in your community really sticks with you. We can't wait for you to experience it!