



**Position Description**

**Night Patrol Volunteer**

<b>Location:</b> Canberra/Goulburn Archdiocese	<b>Reports:</b> Volunteers, Members
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<b>Division:</b> Street Services	<b>Reports to:</b> Director, Special Works
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**Position**  
Night Patrol volunteers via the night patrol van, engage with people on the streets offering friendly conversation, support, refreshments, material aid and compassion. Upholding the dignity and respect of those people accessing the van’s services is essential. The night patrol van operates each evening of the week within the Canberra region. Volunteers are assigned one night a month.

- Key Responsibilities**
- Engaging with clients of the Night Patrol Van
  - Providing clients with refreshments, conversation and listening
  - Referring clients to appropriate services, if appropriate
  - Providing a friendly and trusting environment for both volunteers and clients
  - Attendance at mandatory training – manual handling, induction, food safety etc. which are necessary for the functioning of the Night Patrol van
  - Compliance with organisational policies and procedures, legislation, Health, Safety, environment and diversity and a commitment to quality systems and continuous improvement.

**Selection Criteria**

- Skills and Knowledge**
- Knowledge or willingness to learn about community services (for referrals)
  - A high level of customer service skills
  - An alignment with and empathy for people from all community sectors
  - Communication skills - written and verbal with a wide range of stakeholders
  - Basic computer skills - ICT office environment

- Personal Attributes**
- High ethical standard, is trustworthy and confidential, works well individually and within a team
  - Consideration and respect for others and their views and adapts to changing environment
  - Enthusiastic, projects a positive image with good attention to detail, efficiency and effectiveness

- Work Health and Safety Requirements**
- Covered shoes to be worn at all times whilst onsite
  - Manual handling of up to fifteen (15) kilograms with lifting, bending, reaching up and down
  - Ladder and trolley usage (pushing and pulling movements)
  - If driving a Society vehicle, a valid drivers license must be held and a copy provided
  - Personal protective equipment as required is provided and is to be used as instructed
  - Knowledge of and working within Food Safety HACCP guidelines

- Commitment to ethos of St Vincent de Paul Society**
- A clear understanding of the role and ethos of the Society and its objectives, along with evidence of a strong commitment to reflect its mission and values in all dealings with employees, volunteers and those whom we assist.

Volunteers may be required to have a National Criminal History Record Check and/or Working with Vulnerable People Check as a condition of volunteering, per legislation or Society requirements.

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