



Position Description

Night Patrol Team Leader Volunteer

Location: Canberra/Goulburn Archdiocese	Reports: Volunteers, Members
Division: Street Services	Reports to: Director, Special Works

Position

The Night Patrol Team Leader manages the team of volunteers assigned to the night patrol van. Their aim is to engage with people on the streets offering friendly conversation, support, refreshments, material aid and compassion via the night patrol van. The night patrol van operates each evening of the week and the team leader is responsible for coordinating this team.

Key Responsibilities

- Monthly communication with team to ensure the van can go out on the team's scheduled night
- Ensure there is always a 'van driver' for every night
- 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

- Knowledge of and working within Food Safety HACCP guidelines
- 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

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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