



Returned & Services League of Australia (Victorian Branch) Inc

Section A

VOLUNTEER POSITION DESCRIPTION

Position Details

Part 1

Position Title: Navigator Support Volunteer

Location: Legacy House, 293 Swanston Street MELBOURNE

Reports to: Case Navigator

Hours/Days: TBD (mutual agreement)

Conditions of Employment:

- This is a non-paid Volunteer position
- A current National Police Records Check is required
- A current Working with Children Check is required.

Position Summary

Part 2

RSL Victoria leads, represents, and provides services to over 275 Sub-Branchees across the state and currently has over 200,000 members. The RSL through its staff and volunteers provides assistance to past and present defence force personnel and their families with a range of services focused on the DVA Wellbeing model for veterans, in Education, Employment, Health, Housing, Financial Support, Social Support & Connection, and Recognition of Service.

Working within the Mission, Values and Objectives of the Returned & Services League (RSL) Victorian Branch.

Key Selection Criteria

Part 3

Knowledge, Skills and Experience

- Experience with Microsoft technologies – Office 365 (highly regarded)
- Demonstrated problem solving skills
- Good oral communication and interpersonal skills
- Ability to work collaboratively with multidisciplinary teams
- Experience working within the military and veterans' sector (highly regarded).

Other requirements:

- Commitment to promoting the Mission and Values of the RSL

4.1 Responsibilities

- Provide support for our veterans and their families in line with our resilient veteran model in the areas of: Education, Employment, Health, Housing, Financial Support, Social Support & Connection, and Recognition of Service as directed by the Case Navigator
- Maintain client database, including case notes and updating client support plans under the direction of the Case Navigator.
- Accommodation support for veterans
- Purchasing and acceptance of delivery for essential housing items
- Provision of social support to veterans

4.2 Relationships with key stakeholder and service providers

- Maintain a positive working relationship with all RSL Victoria volunteer and paid staff.
- Work collaboratively with others involved in the client's care, including Advocates, Case Managers, and RSL Employment Program staff.

4.3 Communication requirements

- Ability to compose emails, internal/external communications and manage correspondence with clients and third parties.

4.4 Personal Responsibilities

- Maintain a responsive, client-focused approach and ensure the rights, needs and preferences of staff, volunteers and members of the veteran community are respected.
- Maintain privacy and confidentiality of all staff, volunteers and members of the ex-service community receiving assistance and support through RSL.
- Comply with OH&S and other legislative requirements in relation to own work practices.