

**“Volunteering is time willingly given for the common good and without financial gain.”**

Volunteering Australia

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<b>Volunteer Role title:</b>	Material Aid Support Volunteer
<b>Time required:</b>	One day a week, preferably Wednesdays 10am – 4pm, minimum 6 month’s commitment
<b>Program Area:</b>	Volunteer Program, Campaigns & Engagement
<b>Supervisor:</b>	Volunteer & Material Aid Coordinator
<b>Location:</b>	Mezzanine Level, 145 Smith St, Fitzroy VIC 3065

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## About Launch Housing

Launch Housing (LH) is an independent Melbourne-based community organisation with an ambitious and singular mission to end homelessness. We believe housing is a basic human right that affords people dignity. Everyone has a right to a home and it is our job to make this happen. We were formed in 2015 following a merger of two well-respected agencies – *Hanover Welfare Services* and *HomeGround Services*. Driven by our values of Empowerment, Fresh Thinking, Agility, Leadership and Courage, we aim to get people housed, keep them housed and be an influential voice on ending homelessness.

Launch Housing provides high quality housing, support, education and employment services to thousands of people. We also drive social policy change, advocacy, research and innovation. People are at the heart of everything we do. With more than 500 staff working across 14 locations in Melbourne, every person – regardless of their role – contributes their expertise and passion towards our mission to end homelessness. This is what makes us a dynamic, effective and innovative organisation.

### **Volunteers are a valued part of our workforce and contribute vital support to our support services.**

As a volunteer you can provide valued support to LH and make a difference to the lives of children, families and people experiencing or at-risk of homelessness. Volunteer with us and help us achieve our vision!

To find out more, visit our website at – [www.launchhousing.org.au](http://www.launchhousing.org.au)

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## Role Purpose & Impact

The Campaigns & Engagement Team are a passionate team of staff who deliver: Launch Housing’s fundraising and campaign activities to donors and members of the public; the Lived Experience Participation; and Volunteer Program. The Volunteer Program is responsible for: recruiting and on boarding volunteers while supporting staff managing volunteers, including engagement with corporate and community partners in developing skilled volunteering opportunities.

Due to the state of emergency from COVID-19 – restrictions, loss of employment, isolation and lack of resources (i.e. food, non-perishable items toiletries and household goods) – many client communities have been affected and housing and homelessness support needs has increased exponentially. Adapting to the changing needs of priority services to clients, the Volunteer Program has undertaken material aid coordination in collaboration with various teams to support clients in emergency accommodation, crisis and transitional housing. We liaise with corporate, community, agency and public sector supporters who can generously donate essential items for various client communities. This role was created to support LH’s COVID-19 response and will be extended to future projects such as the *Festive Season Drive*.

Volunteers will provide support with administrative, collation, receipt, delivery and distribution of material aid item tasks. Comfortability driving around Melbourne and a moderate level of physical ability to carry and transport items is also required. This role would suit someone who is service orientated, enjoys interacting with people and a variety of activities, with strong organisational, communication and stakeholder management skills.

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## Role Activities & Responsibilities

The role includes but is not limited to:

- Supporting the audit, collation and distribution of material aid to various sites
- Receiving material aid from external contact and supporting transport and distribution to LH teams
- Supporting maintenance of material aid spreadsheets including data entry of offers, costs, needs & tracking
- Developing recommendations for projects, some unique to various teams
- Supporting resources research and contacting potential community and corporate supporters
- Supporting the management of *LH Material Aid* inbox – responding to basic queries or deferring to appropriate staff
- Other tasks and duties as discussed and agreed

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## Key Selection Criteria

To be successful in this volunteer role, you will possess the following skills and attributes:

1. Excellent customer service and communication skills, including a warm and personable manner
2. Strong organisational and time management skills
3. Demonstrated ability to work independently, as well as effectively as part of a team
4. Ability to reliably commit to volunteering for at least 6 months\*
5. Genuine interest in making a difference and helping people in vulnerable circumstances
6. A willingness to understand homelessness, and in particular, the needs and issues affecting clients who are at risk of, or experiencing, homelessness
7. *Drivers:* Valid Victoria's Driver's license
8. *Drivers:* Patience and confidence navigating and driving around Melbourne suburbs

## Desirable

- Experience in stakeholder management, material aid and/or logistics
- Experience working with people from diverse and vulnerable backgrounds

*\*We request a minimum length of commitment from volunteers to assist us with client continuity, resource and service stability.*

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## Other Requirements

- Satisfactory completion of a one month trial in the role
- Agreement to adhere to standards, policies and procedures as outlined in organisational policies, *Volunteer Agreement* and *Volunteer Guide*, including COVID safe guidelines (PPE and Infection Control)

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## Pre Placement Screening

LH has mandatory responsibilities to undertake thorough recruitment screening of staff, volunteers and students. Checks are conducted in strict confidence. Prior to commencing in any role, you must:

- Provide two appropriate referees for staff to complete satisfactory reference checks
- Obtain a valid *Working with Children Check* – arranged during recruitment, finalised by applicant
- Participate in Police history checks and record satisfactory outcome – arranged and paid by LH, applicant to submit ID documents

*An applicant is not automatically precluded from appointment on the basis of having a police record. If a disclosable outcome results from a check, we will meet with the applicant to discuss this.*

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## Training and support

- Site specific training and induction
- Ongoing supervision and support
- New volunteer check in within first two months to check on role suitability
- Access to Launch Housing training opportunities
- Access to Launch Housing Employee Assistance Program (EAP)