



COMMUNITY VISITOR SCHEME COORDINATOR  
MANY ROOMS  
POSITION DESCRIPTION

December 2018

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### **THE STORY SO FAR**

City on a Hill began in 2007, with a small team and a big vision to make a difference in our world for the glory of God. As part of this mission, as Christians, we are called to serve the poor, the outcast, the sick, the lonely and the imprisoned. At City on a Hill, we do this through our mercy ministry, Many Rooms. Many Rooms exists to shine the light of love, justice and hope in our world.

Since 2009, with the support of an army of faithful volunteers, Many Rooms began serving the marginalised and disadvantaged in our community through a Saturday Kitchen drop-in centre, and more recently through the addition of the Friday Kitchen. Those in need come for a free nutritious meal and the opportunity to participate in activities that encourage community and belonging.

In 2019 we will be launching the Many Rooms Community Visitors Scheme (CVS). A brand new national 'room' that will work across all City on a Hill locations, and we need the right person to join our growing team. The CVS is a program that aims to diminish the sense of loneliness and isolation experienced by older people living in an aged care home or in their own home, through visits from caring volunteers who commit to visiting on a semi-regular basis to provide friendship and companionship.

This is an exciting opportunity that will see you setting up a new ministry and then transition to ongoing management. This is a part-time, two (2) or three (3) days a week role. The majority of the work will be based in Melbourne, but depending on your experience, this role could also be done from our Brisbane or Geelong locations. This position is funded until 2021.

### **ROLE SUMMARY**

The Community Visitor Scheme Coordinator will establish and then coordinate the Many Rooms Community Visitors Scheme (CVS). The CVS is a program that aims to diminish the sense of loneliness and isolation experienced by older people living in an aged care home or in their own home, through visits from caring volunteers who commit to visiting on a semi-regular basis to provide friendship and companionship. This position is federally funded until 2021.

## **KEY RESPONSIBILITIES**

### ***Program coordination:***

- Develop and maintain partnerships with aged care providers and service providers to encourage access to potential participants
- Develop and maintain risk management and safety procedures for volunteers to follow when dealing with vulnerable people
- Ensuring program is delivered on time and within budget
- Develop appropriate linkages with City on a Hill congregations at different age segments (children; youth; adults)
- Ensure adherence to all relevant policies, legislation and regulations across the program.

### ***Volunteers:***

- Recruit, equip and empower volunteers to deliver Many Rooms Community Visitors Scheme
- Provision of relevant training and development of volunteers
- Oversight of volunteer safety process and procedures
- Ensure that all volunteers meet safe ministry requirements
- Ensure volunteers are matched to appropriate participants

### ***Participants:***

- Recruit participants and match with volunteers
- Contribute content/stories for promotional use

### ***Administration:***

- Contribute to the creation of policies and training documentation for Community Visitor Scheme
- Contribute to maintaining positive internal and external stakeholder relationships
- Maintain good networks with partners and other service providers, including ongoing reporting and evaluation of the Community Visitors Scheme program

## **KEY SKILLS, GIFTING & CHARACTER**

The Community Visitors Scheme Coordinator will demonstrate:

- A faith in Jesus and a heart for social justice - the disadvantaged and marginalised in our community
- An ability to effectively and efficiently:
  - o communicate to a variety of people
  - o manage time, prioritising duties and responsibilities
  - o recruit, manage and empower volunteers, partners and stakeholders
- A creative and innovative mindset
- A desire to continually improve and develop a high-quality program
- An ability to maintain trust, discretion and confidentiality when handling sensitive personal and organisation information
- Be committed to the mission and vision of City on a Hill and an active member of the church (or willing to be).

## **OTHER**

It is expected that the Many Rooms Community Visitors Coordinator, will be involved in relevant staff meetings, and meet regularly with the Many Rooms Director.

The Community Visitors Scheme Coordinator must hold a current Victorian Working with Children Check and a National Police History Check that returns no disclosed outcomes that would exclude you from the role.

## **HOW TO APPLY**

To apply for the role please send your current resume along with an application letter addressing the Key Skills, Gifting and Character requirements to [hr@cityonahill.com.au](mailto:hr@cityonahill.com.au). Also include contact details of at least two referees most familiar with your relevant skills to this role.

For more information please contact us on 03 9640 0990 or email [hr@cityonahill.com.au](mailto:hr@cityonahill.com.au).

**Applications close 5pm, 20 January 2019**