

Voluntary Position

POSITION TITLE:	<i>Event/Program Support Volunteer</i>
EMPLOYER:	North Melbourne Language & Learning Inc. (NMLL)
LOCATION:	Ground Floor 33 Alfred St, North Melbourne 3051
RESPONSIBLE TO:	Committee of Management, NMLL
REPORTS TO:	Community Development Team
CONDITIONS:	As per Volunteer Handbook

POSITION CONTEXT

North Melbourne Language & Learning (NMLL) Inc. operates in a culturally diverse community on the North Melbourne housing estate, delivering learning and community engagement opportunities with an emphasis on community connectedness.

NMLL runs a range of community events and celebrations annually through the Community Development program. The community events and celebrations aim to:

- Provide opportunities for the local CALD (Culturally and Linguistically Diverse) community living on and around the public housing estate to showcase their living traditions and participate in community life and activities as well as
- Facilitate intercultural sharing and exchange between the CALD community and wider community members about art, craft, food, local happenings, stories and precious things

POSITION OBJECTIVES and PURPOSE

The purpose of the Event/Program Support Volunteer is to:

- provide assistance and support in the lead-up to and on the day of the celebration, workshop or activity (to be known as event from here on in).
- provide assistance and support to the CD team to deliver the range of CD activities.

The type of support will usually include (but not be excluded to):

- Event and program Planning and Support (in the lead-up to NMLL community events and forums) including setting up spreadsheets and planning documents
- Event and program communications and promotions
- Event set-up
- Supporting stalls and or workshop activities
- Welcoming event participants
- Registrations
- Photography
- Event clean-up
- Food / drink serving and or preparation
- Event and program promotions

- Trouble shooting – event runner
- Administration tasks related to delivering CD events and programs
- Support with developing and collating evaluation responses at NMLL events and programs
- Generally supporting the CD team with a range of tasks related to the planning, delivery and evaluation of NMLL events and programs

The Event Support Volunteer will make themselves available to participate in a minimum of 2 events per semester. The support required will occur during business hours as well as outside business hours and on weekends. Event Support Volunteers will make themselves available for pre-event briefings. The Community Development Coordinator or other appropriate NMLL staff will provide direct support and supervision for this volunteer role.

KEY RESPONSIBILITIES AND DUTIES

Working with the Community Development team members and NMLL staff to:

- Have a positive attitude towards events and or activities aimed at engaging the North Melbourne CALD community as well as members of the wider community
- Either be available to volunteer for a minimum of 2 NMLL community celebrations, events and activities per semester or provide a minimum of 3 hours per week of behind the scenes planning and support for NMLL events
- Be willing to and able to undertake a variety of tasks involved in delivering community events and programs
- Be welcoming and friendly to event and program participants
- Other duties as consistent with being an Event/Program Support Volunteer and within the skill capabilities and interest of the volunteers
- Pending 3 month review – it is expected that Event/Program Volunteers position will be for a minimum commitment of 6 months from the commencement of their volunteer placement

KEY SELECTION CRITERIA

Essential

1. Interest in diverse cultures and helping to run community events
2. An interest in supporting community events and programs
3. Ability and willingness to work with and relate to people from Culturally and Linguistically Diverse (CALD) backgrounds
4. Excellent communication and interpersonal skills
5. Reliable and Punctual
6. Available to volunteer for 2 NMLL events/program sessions per semester OR be available to volunteer for approximately 3 hours per week for 6 months in the lead-up to NMLL events and programs sessions
7. Ability to take direction from Community Development team members and NMLL staff
8. Able to work independently and as part of a team

Desirable

9. Available on weekends and or after hours
10. Fluent in an additional community language
11. Available to volunteer beyond the initial 6 month period will be looked-upon favourably
12. Interest in and ability to take photographs or video footage of event activities and participants. Ability to work with editing programs to support development of marketing materials such as short films for use on social media platforms, and for reporting purposes.
13. Ability or interest in developing marketing materials, and capability in using social media platforms for promotion of events and programs.

CONDITIONS OF VOLUNTEER PLACEMENT

All Volunteers with NMLL are required to:

- Provide two referees
- Adhere to the recruitment process as outlined on the NMLL website
- Agree to a National Criminal Records Check prior to commencing in their role
- Have an up to date Working With Children's Check
- Follow policies and procedures as outlined in the NMLL Volunteer Handbook and the One to One English program guidelines
- All NMLL volunteer roles are subject to a 3 month probationary period (with the exception of Classroom Support Volunteers who are subject to a 1 month probationary period)