



POSITION DESCRIPTION

Position Title:	NILS Support (Volunteer)
Location:	Geelong
Reporting to:	NILS Coordinator
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTIQI+, and children with a disability.

Whilst all St Vincent de Paul Society programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Society Council that all St Vincent de Paul Society programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

Vinnies NILS is a No Interest Loans Scheme (NILS) provider offering no interest loans of up to \$1,500 to people on low incomes for the purchase of essential goods and services. Much of the delivery of the NILS program relies on the dedication of its volunteers. As a NILS Support Volunteer, you will assist the Vinnies NILS office. It is expected that this role would include 3-4 hours of volunteer time for at least 1 day per week, for a minimum 6 month commitment.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Commitment	<ul style="list-style-type: none"> Attend the NILS program regularly for the specified time
Administration	<ul style="list-style-type: none"> Answering telephones in an efficient and timely manner Responding to enquiries in an efficient and timely manner by phone or email Send out loan application packs to prospective borrowers via mail or email Collect and check loan application documents General office duties Entering information into the specialised NILS software, MyNILSapp Diary management including making and following up client loan interview appointments Program promotion Maintain client confidentiality and following the policies and procedures of Good Shepherd Microfinance
Contribute to the organisational culture	<ul style="list-style-type: none"> Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role Ensure all activities are within the St Vincent de Paul Society Codes of Conduct Actively support the relevant policies and procedures of the organisation Actively participate in debriefings, training, etc. as needed
Safety	<ul style="list-style-type: none"> Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions Identify and report hazards within 24 hours of them occurring Manage day to day risks in line with policy and procedures



POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
NILS Coordinator	Internal	<ul style="list-style-type: none"> Support, reporting and interaction
Other NILS Volunteers	Internal	<ul style="list-style-type: none"> General contact and support
NILS Service Recipients	External	<ul style="list-style-type: none"> Provision of assistance and information
Staff of St Vincent de Paul Society	Internal	<ul style="list-style-type: none"> As required

KEY REQUIREMENTS

Knowledge / Experience

- Proficient computer skills, including in the use of Microsoft Office Suite (MS Outlook and MS Word)

Skills

- Excellent communication skills – both verbal and written
- Ability to build rapport with the program’s low-income applicants and service them with respect, empathy and diplomacy
- Well-developed interpersonal skills including the ability to communicate at different levels to meet the broad range of applicants
- Accuracy and attention to detail
- Good time management, with an organised approach to your work
- Demonstrated experience working independently and as part of a team
- Able to follow instructions and to work collaboratively to achieve common goals

Attributes

- Empathy and understanding of the mission, vision and values of the St Vincent de Paul Society

Time Commitment

- 3-4 hours of volunteer time per week for at least 6 months

Other Requirements and Information:

- Please note:** All Volunteers are required to complete a current Police Check and Working with Children Check (WWCC), to the satisfaction of SVDP
- The St Vincent de Paul Society is committed to child safe practices
- Volunteers must have the right to work/volunteer in Australia – either by being an Australian Citizen, a Permanent Resident, or by holding a valid work permit/visa

Probationary Period:

- Volunteers must successfully complete a probationary period of 3 trial shifts in order to be appointed to the position of NILS Support Volunteer

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.