

# Role Description

## Community Education and Training (CET) Volunteer

### Position Description

<b>Position statement</b>	Support and/or delivery of community education and training activities as part of PANDA's community education and training programs.
<b>Hours of work</b>	Flexible according to program demand and volunteer availability. Approximately one activity per month expected.
<b>Location</b>	Various locations as required, PANDA's North Fitzroy office for induction training and biannual professional development and supervision.
<b>Commitment</b>	Minimum of two years in CET Volunteer role.
<b>Reports to</b>	Community and Training Programs Coordinator, who is responsible to National Helpline and Programs Manager, and ultimately PANDA CEO and governing Board.
<b>Supervisor to</b>	NIL
<b>Collaborates with</b>	All members of PANDA's staff and volunteer workforce
<b>Recruitment process summary</b>	Online application, individual interview against selection criteria and referee check (personal and/or professional) Criminal records check (new check by PANDA, renewed every 3 years) Completion of 6 weeks of specialised training and <i>National Helpline</i> observation shift

### Position Overview

- This volunteer role is responsible for the provision of PANDA community education activities and for supporting the provision of PANDA training activities.
- Community and Training Programs Coordinator provides supervision, debriefing and ongoing support.

### Key Tasks and Responsibilities

#### Required

- Compliance with PANDA Inc. Code of Conduct, Volunteer Policy and other relevant policies and procedures
- Completion of CET Volunteer induction training program (six four-hour training sessions) and a two-hour observation shift on the *National Perinatal Anxiety & Depression Helpline*.
- Writing lived experience story (developed during induction training) of perinatal anxiety, depression and recovery, to share in PANDA community education and training activities.
- Delivery of community education and training activities, with support from the CET Coordinator (minimum 4–6 per year). Most CET activities are delivered face-to-face; occasional activities or projects are delivered via various media (e.g. webinars or video).
- Community education: delivering information about perinatal mental health, PANDA National Helpline and other support options; facilitating structured group discussion activities, and telling lived experience story. Activities are delivered in community settings including new parents groups and playgroups.

- Training: telling lived experience story as part of PANDA training (alongside a staff member) for health and family services professionals; for students of these professions; and for volunteers of other organisations
- Participation in ongoing volunteer training and supervision, including two compulsory professional development and group supervision sessions for all CET Volunteers per year
- Keeping updated with changes in CET program and PANDA, via facebook group, email and other means
- Maintaining an awareness of your need for self-care, engaging in self-care, and engaging with CET Volunteer support system, including activity briefing and debriefing and regular communication with Community and Training Programs Coordinator
- Delivery of CET Volunteer responsibilities in accordance with CET program requirements, CET education resources, and relevant CET program guidelines, policies and procedures
- Maintaining ethical and confidential service delivery.

#### *Level 1 Volunteers (less experienced):*

- Delivery of community education activities alongside a staff member or a CET Level 2 Volunteer.

#### *Level 2 Volunteers (more experienced):*

- Delivery of community education activities alongside a staff member, another Level 2 Volunteer, a Level 1 volunteer or alone.
- Leading and reporting on activities when delivered with another volunteer or alone.

#### **Optional**

- Participation in PANDA media and events
- Participation in other PANDA professional development opportunities, including PANDA workshops (three per year – subsidised volunteer places sometimes available)
- Participation in broader organisational activities.

## **Selection Criteria**

### **Essential**

- Being a parent
- Lived experience of perinatal anxiety and/or depression (not necessarily diagnosed at the time) – yourself and/or caring for a partner
- Recovery sufficient to be able to: comfortably share your story of perinatal anxiety and/or depression and relevant personal experiences in public forums; provide information about perinatal anxiety and depression; and respond supportively to community members and health professionals
- Commitment to the rights and interests of women, men, children and families affected by perinatal anxiety or depression
- Ability to maintain clear boundaries between your own lived experience and the experiences of others
- Ability to empathise and hold an open, non-judgemental attitude, and to communicate this effectively
- Self-awareness, ability to engage in self-care and openness to seeking support when needed
- Capacity to reflect and learn, and to receive and give feedback in a professional manner
- Ability to work independently and as part of a team
- Interest in/aptitude for public speaking
- High level oral and written communication skills
- Proficiency in spoken English
- Basic computer literacy.

### **Desirable**

- Car and Victorian license
- Experience, training or skills in public speaking, education or training.