Role Description
Community Education and Training (CET) Volunteer

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| **Recruitment process summary** | 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 National Helpline 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/ability 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.