

Position Description

YOUTH HUB SUPPORT VOLUNTEER

POSITION OVERVIEW

As the Youth Hub Support Volunteer, you will play a key role in creating a safe, welcoming, and inclusive environment for young people aged 12–19 who attend the Lighthouse Youth Hub in Bright.

You will be an enthusiastic and motivated person with a passion for working with and supporting young people.

You will help to provide nonjudgmental support, positive engagement, and a steady, caring presence for young people from all backgrounds, including First Nations, LGBTQIA+, young people with disability, culturally and linguistically diverse communities, and those experiencing social or emotional vulnerability. Your role helps ensure every young person feels seen, respected, and supported to participate, connect, and thrive within the space. Non-judgmental support, positive engagement, and a steady, caring presence for young people from all backgrounds

Alpine Shire Council is an Equal Opportunity Employer. People with disability, people from culturally and/or linguistically diverse backgrounds and First Nations peoples are encouraged to apply for this position.

This is a voluntary/unpaid position.

CLASSIFICATION AND RELATIONSHIPS

Classification:	Volunteer
Reports to:	Development Officer (Youth)
Supervises:	Nil

KEY DUTIES AND RESPONSIBILITIES

As a Youth Hub Support Volunteer, you play a vital role in creating a safe, inclusive, and engaging environment for all young people who attend the Lighthouse Youth Hub, including:

Accountability and extent of authority

- Accountable to direct supervisor and/or manager.
- Duties to be performed under general supervision and within specified timeframes.
- Supporting the provision of a culturally safe, inclusive, and youth-friendly environment for all young people aged 12–19.
- Providing respectful, non-judgmental support to young people from diverse backgrounds, including First Nations young people, LGBTQIA+ youth, young people with disability, culturally and linguistically diverse communities, and those experiencing vulnerability.
- Assisting young people with general enquiries, and accessing information about support services available to them

- Maintaining a clean, tidy, and welcoming physical environment within the hub.
- Supporting the Youth Development Officer with daily operations, delivery of activities and programs as directed.
- Ensuring safety procedures, wellbeing protocols, and incident-reporting requirements are followed.
- Upholding confidentiality, professional boundaries, and organisational values at all times.
- Acting within established guidelines, policies, and instructions provided by the Youth Development Officer.
- Recognising when issues need to be escalated to staff and not acting outside the scope of the volunteer role.

Other duties

- Positively promote the Lighthouse Youth Hub, its programs, and its values when engaging with young people, families, and the community.
- Participate in training, supervision, and development opportunities provided by Council.
- Contribute ideas and feedback to improve youth engagement, safety, and program delivery.
- Support events, activities, and workshops as required.
- Assist with basic administrative tasks such as tidying shared spaces, restocking resources, or preparing materials.
- Undertake additional duties that align with your skills and capabilities, as requested by the Hub Coordinator.
- Follow all organisational policies, procedures, and codes of conduct.

Judgement and decision making

- Guidance and support are always available from the Youth Development Officer or other staff members.
- Decisions are made within clearly defined procedures, safety guidelines, and the limits of the volunteer role.
- Volunteers are expected to use sound judgement when interacting with young people, particularly regarding safety, boundaries, and confidentiality.
- Any concerns, risks, or incidents must be promptly reported to staff rather than managed independently.
- Volunteers are expected to recognise when a situation is beyond their responsibility and seek assistance.

Management skills

- Ability to work effectively with general supervision while staying within the scope of the role.
- Capacity to manage time, prioritise tasks, and remain organised during busy periods.
- Ability to follow routines and contribute to smooth daily operations of the Hub.

- Willingness to learn, contribute to, and adapt to new processes, youth-work practices, and organisational expectations.
- Ability to support new volunteers by sharing knowledge of routines and expectations when appropriate.

Interpersonal skills

- Ability to engage with and work cooperatively with young people.
- Strong communication skills when engaging with young people, staff, families, and community members.
- Ability to build rapport with young people in a respectful, inclusive, and youth-appropriate manner.
- Ability to exercise tact and diplomacy.
- Demonstrated empathy, patience, and a non-judgmental approach to diverse experiences and identities.
- Ability to maintain professional boundaries and model positive behaviour.
- Ability to work cooperatively as part of a team.
- Reliable, punctual, and able to contribute positively to the Hub environment.
- Ability to represent the Lighthouse Youth Hub in a friendly, respectful, and community-minded way.

EXPERTISE

Qualifications

- Victorian Working with Children Check
Exempt from this requirement if a Victorian Institute of Teaching (VIT) registered teacher, Victoria Police officer or Australian Federal Police (AFP) officer.
- Police Check
- Youth Mental Health First Aid
- Level 2 First Aid and CPR

Required qualifications may be obtained after commencement. Alpine Shire Council will cover the associated training and certification costs.

Desirable

- Current Victorian driver's licence.
- VCE or equivalent or previous experience relevant to this role
- Alcohol and Other Drug training

Specialist knowledge and skills

- Understanding of the role and its organisational context including relevant policies and procedures

- Ability to relate well to young people and a sound understanding of contemporary youth related issues plus issues specifically relevant to rural young people.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities
- Sound written and verbal communication skills
- Multi-tasking and problem-solving skills and the ability to work independently.

Experience

- Experience in working or volunteering with young people.

Minimum commitment required

The Lighthouse Youth Hub is open 1-2 days a week, on Wednesdays and Thursdays (this is depending on the availability of the Youth Development Officer).

One Support Volunteer will be rostered per day: 2:30pm to 5:30pm

The minimum commitment requested from a Support Volunteer is:

- At least one (1) three-hour shift per month (on average)
- Attend meetings and training sessions as required (50% attendance)
- Participation in training opportunities as they become available

CHILD SAFETY

Alpine Shire Council is committed to being a child safe organisation and has zero tolerance for child abuse. Alpine Shire Council promotes the safety, wellbeing and inclusion of all children and young people, including those with a disability, those who are Aboriginal and Torres Strait Islander or those from refugee or migrant backgrounds. We take child protection very seriously. All employees and volunteers are subject to screening and assessment against child safety standards, including rigorous background, identity, and reference checks.

It is the responsibility of every employee and volunteer to familiarise themselves with the Child Safe Policy. Every employee should:

- Understand obligations and act in an appropriate manner with and around children and young people.
- Promote positive work practices with children and young people.
- Establish boundaries around acceptable and unacceptable behaviour in relation to children and young people.
- Adhere to reporting obligations where there is suspected or discovered child abuse.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to the Youth Development Officer.
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees and volunteers as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council.