Capability

Leadership

Policy

Connectedness

Culture

INFORMATION PACK

Lotus Place

Technology Support Volunteer

MICAH PROJECTS

**Breaking Social Isolation
Building Community**

The organisation

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business and society. We believe that every child and adult has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

What we do

We work to **break down barriers** that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice. We assist and support each individual or family including children, to resolve crisis, break social isolation, have a home, access health and community services, and build community.

Micah Projects provides a range of support and advocacy services to individuals and families according to their needs and capacity. We ensure the immediate needs of participants are met in a supportive, informed and respectful manner.

Working together

It is important to Micah Projects that people feel welcome, have choices and do not experience discrimination when working with Micah Projects. It is our aim to work with participants, each other and our partners to respectfully share knowledge, ideas, resources and skills in order to improve the service for the people we support, and the people that work as a part of the organisation.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to positions to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality and economic status.

Child Safe Organisation

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

Quality statements

Micah Projects is committed to adhering to well defined, effective procedures that are designed to ensure the quality of our services and activities. We expect staff to understand the relevance and importance of their activities and how they contribute to achieving the quality objectives, and to proactively work and operate within the organisation's quality system.

WHS Statement

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant and Board member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2015*.

Position Overview

Position Title	**Team**
Technology Support Volunteer	Lotus Place SQ
Reports to	**Line Manages**
Mel Smith – Lotus SQ Manager	N/A
Employment Status	**Hours of Work**
Volunteer	Tuesdays 9.30 to 12.30, Monthly
Based at	
Stones Corner	

Micah Projects – Lotus Place SQ

Lotus Place is a dedicated support service and resource centre for people who experienced abuse in an institutional setting including out-of-home care. Lotus Place was established due to the hard work of the Historical Abuse Network and a commitment by State and Federal Governments to those who were harmed in church, state, foster care, detention centres and adult mental health institutions. It was the first of its kind in Australia.

Position Description

Volunteer – Technology Support Champion
Support participants with using the features on their phone and on the computer.   Problem solving, skills building.

Criteria and Conditions

Driver's License: Preferred but Not Essential	Travel: Optional
Criminal History Screening: Blue Card	Assets: N/A

Here are some skills that would be desirable for our volunteer to have uplifting and easy conversations with members of our group who may have experienced trauma: By incorporating these skills, a volunteer can help to create a supportive and uplifting environment, where individuals feel comfortable sharing their thoughts and experiences, and building positive relationships.

1.   **Active Listening**: Being fully present and attentive, and showing genuine interest in what others have to say can help to build trust and create a positive atmosphere.

2.   **Empathy**: Understanding and relating to others' emotions, experiences, and perspectives can help to create a supportive and non-judgmental environment.

3.   **Open-Mindedness**: Being open to new ideas and experiences, and avoiding preconceptions or biases, can help to create a welcoming and inclusive atmosphere.

4.   **Positive Attitude**: Maintaining a positive outlook, and focusing on the good in people and situations, can help to create a lighthearted and uplifting atmosphere.

5.   **Flexibility**: Being flexible and adaptable, and being willing to change approach as needed, can help to create a supportive and responsive atmosphere.

6.   **Respect:** Showing respect for others, and avoiding criticism or negativity, can help to create a supportive and respectful atmosphere.

7.   **Good Communication**: Being clear and concise in communication, and avoiding misunderstandings, can help to create a positive and effective atmosphere.

Essential

» Ability to work as a part of a team.
» A friendly personality and good interpersonal and communication skills.
» Work with limited supervision and be able to take direction when required.
» Be energetic, enthusiastic, and reliable.
» A referee who is not a relative and can verify your character and interaction in the community.

General Conditions

» All volunteers are to exhibit the values of Micah Projects, as outlined in the Code of Conduct.
» All volunteers must utilise Micah Projects systems to facilitate the quality of the organisation's work and services.
» Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy.
» All volunteers will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.

Volunteer Expression of Interest