



*“How marvellous it would be if,
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Pope Francis, 9 April 2017

Come together to care

Become a Volunteer with CatholicCare Sydney

Message from the CEO

Thank you for considering becoming a volunteer with CatholicCare Sydney, the social services agency of the Archdiocese of Sydney. We hope that the information we have provided in this brochure will help you decide if applying for a volunteer position with us is the right choice for you.

Our services support some of the most vulnerable people in Sydney. We deliver a range of services that help frail, elderly people remain living independently in their own homes for as long as possible. We assist struggling families experiencing domestic violence or addictions, we support those managing mental health concerns and we provide services for children and adults living with a disability. We provide these services across the whole of the Sydney Archdiocese.

Our valued volunteers are critically important in working with our staff to bring hope and comfort to those in need. Through many different roles our volunteers help us create services that 'wrap around' individuals and families to help them live and thrive.

In return, our volunteers tell us that they cherish the relationships they build with clients and the feeling that comes from knowing that they make a difference to people's lives.

In the following pages, we provide information about volunteering with CatholicCare and the opportunities available. If you have any questions, our friendly CCareline team would be delighted to help; simply call them on 13 18 19 between 8am to 8pm weekdays.

Again, thank you for your enquiry and we hope to welcome you to our volunteer team.



Mark Phillips

CEO CatholicCare Sydney



About CatholicCare Sydney

More than 75 years ago four women, Norma Parker, Elvira Lyons, Constance Moffitt and Eileen Davidson, saw the need to establish a Catholic social services agency in Sydney. They wrote to the Archbishop of Sydney, Norman Thomas Gilroy, recommending that a 'Catholic Welfare Bureau' be established.

They believed that the disadvantaged, distressed and devalued in society deserved the best possible, professional care from the Church. They considered a Catholic Welfare Bureau was necessary to ensure that children, families and individuals in need were given dignity rather than pity, opportunities rather than 'handouts' and justice rather than benevolence.

Moved by their beliefs, in 1941 Archbishop Gilroy appointed Father A.E.R. Thomas as the first Director of the Catholic Welfare Bureau. With a small number of staff including a trained social worker, he began to assist the hundreds of children who had been placed in Catholic orphanages. He offered marriage counselling to distressed couples and gave new hope to many deserted women and children.

Today, as CatholicCare, our vision of a society where we are supported and belong directly reflects the vision of the four outstanding women that were our founding force. We employ more than 600 staff and volunteers who, every day, drive our mission of valuing dignity, strengthening families and connecting communities.



Eileen Davidson



Norma Parker and Constance Moffitt



Why volunteer with CatholicCare?

Volunteering with CatholicCare brings many benefits for the volunteer as well as for our clients and the organisation as a whole.

Our Mission and Guiding Principles guide us to care for individuals, families and communities from all backgrounds and cultures. We care for the wellbeing of staff and volunteers as we do for the vulnerable families and individuals who seek help from us.

Volunteering with us can:

- Provide you with a deeper sense of connection to the community and to the individuals and families we work with every day
- Help you develop new skills that can assist you in other areas of life
- Provide opportunities for you to connect with other volunteers and establish new friendships
- Give you a sense of satisfaction and purpose

Our four guiding principles:

We preserve **human dignity**, affirming that each person should be loved and respected

We nurture the **common good**, fostering relationships so everyone has a sense of belonging

We value **subsidiarity**, supporting people to make their own decisions about their lives

We walk in **solidarity** with others, putting ourselves in their shoes and understanding their needs



CatholicCare's volunteer opportunities

We have several volunteering options to suit the needs of different people. You may have just a couple of hours a month or several hours a week to bring to volunteering. Our volunteers assist clients in face-to-face situations; form part of our telephone contact services; perform administration tasks and help out with our community engagement. Examples of the tasks undertaken by our volunteers currently are:

- **Companionship Visitor**

Visit seniors in their homes or in nursing homes to offer companionship over a cup of tea. Social support helps to reduce isolation and has an overall positive effect on seniors' wellbeing.

- **Community Support Caller**

Call people who are isolated and lonely to have a friendly chat, and build relationships to help clients feel more connected to the community. This role doesn't require you to come to an office, calls can be made from your home or when it suits you and your client.

- **Wellbeing Check-in Caller**

Working from our Liverpool office, you'll be calling people who are waiting to receive government funded aged care services and checking on how they're doing, making sure they're well. Our aim with this role is to make sure nobody is neglected or slips through the cracks.

- **CatholicCare Ambassador**

Represent and promote CatholicCare in your own community by learning about the services CatholicCare offers. As a local representative and contact, you can assist people, especially those facing crisis or disadvantage, to access services and connect people with CatholicCare's programs, events and volunteer opportunities.

- **Other tasks**

If you have other skills you think would assist us in our work we encourage you to contact us to discuss other possible volunteer opportunities. Our organisation truly values those who contribute their professional skills and dedication to furthering the mission of CatholicCare.



What we ask

If you:

- Are a 'people' person
- Want to help make people's lives better
- Have a spare few hours a week or fortnight
- Have skills you would like to share
- Are willing to support the Mission and Guiding Principles of CatholicCare
- Are available and willing to receive training
- Are happy to undergo background checks

Then we would warmly welcome an application from you.

Looking after yourself and others as a volunteer

CatholicCare has a duty of care and commitment to providing a safe and healthy workplace for everyone, especially volunteers.

The workplace could be anywhere you volunteer such as the office or a client's home. If you are going into a client's home, CatholicCare will initially assess the home for any hazards and ensure the hazards are addressed as appropriate.

As a volunteer, you also have a duty of care to others and a responsibility to take reasonable care to protect your own health and safety as well as the health and safety of others. You are therefore responsible for reporting any hazards that you may encounter in the workplace. You must also follow any established safe work practices and reasonable directions given to you by CatholicCare or other authorised person.

In the unlikely event that you are injured in the course of your volunteering duties, CatholicCare has insurance coverage which may apply to you. It is therefore important that you only perform the tasks outlined in your Volunteer Role Description, which will be given to you if you are engaged as a volunteer.

To ensure the safety and welfare of our clients we also ask that all prospective volunteers undergo a national police check, referee checks and in some cases, a working with children check.

CatholicCare policies and procedures

CatholicCare has a range of workplace policies and procedures, many of which apply to volunteers as well as employees. As a volunteer, you will be asked to become familiar with and comply with these and ensure your conduct is aligned with the teachings and ethos of the Catholic Church and the Mission and Guiding Principles of CatholicCare.

Ongoing support, training and networking

Volunteers will have the ongoing support of the Volunteer Manager and Co-ordinator who you can contact for assistance and guidance. We will also provide you with regular training and networking opportunities to support you in your role.

What to do next

If you would like to apply for a volunteering role you can:

1. Call **13 18 19**; or
2. Register your interest by visiting our website **catholiccare.org/volunteer**

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