

Volunteer role description

English Conversation Tutor

Summary information

Section	Library Services	Directorate	City Living
Reports to	Librarian Multicultural Services	Created/reviewed	27 / 02/ 2023

1 Role purpose

The purpose of this volunteer role is to continue to enhance Council's image as a premium Customer Service Provider. Volunteer English Conversation Tutors provide members of the community who speak English as their second language to improve their communication skills.

2 Qualifications and experience

Essential

- Desire to assist an adult audience
- Competent user of the English language at the conversational level, including an understanding of Australian idiom
- Understanding of cultural differences and different settlement needs. Able to connect and find ways to enrich lessons utilising your knowledge and the students' knowledge
- Flexible in how and what to teach, responding to the needs of the students
- Willingness to be mentored by other instructors
- Strong commitment to customer-focused service.
- Demonstrated understanding of EEO and WHS principles.

Desirable

- Qualifications (Mission Australia, TAFE AMEP or other ESOL course) and experience in teaching adult education
- Ability to speak a community language
- Previous public library experience

3 Authority

Volunteers report to a designated member of Blacktown City Council staff and do not have authority to make procedural or operational decisions.

4 Key accountabilities

Role specific

- Deliver a weekly English conversation class as assigned by Librarian Multicultural Services.
- Attend relevant training including Code of Conduct and WHS training, and other training as required.
- Not be under the influence of alcohol or drugs whilst volunteering.
- Be punctual and advise staff when you are unable to attend as agreed.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in Council's WHS Handbook WHS008.8.
- Act in accordance with the NSW WHS Act 2011, WHS Regulations 2011.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.
 - a vibrant and inclusive community
 - a clean, sustainable and healthy environment
 - a smart and prosperous economy
 - a growing city supported by accessible infrastructure
 - a sporting and active city
 - a leading city.
- Commit to and comply with Council's Code of Conduct. As a volunteer you are a representative of Council and breaches of the Code of Conduct on your behalf could jeopardise your volunteer relationship with Council and compromise Council's reputation.
- Any information relating to Library Service including visitors, staff, or other organisations is strictly confidential, and will not be discussed with any person not employed by Library Services.
- Must not make media comment about Council matters.
- Promote the positive image of Council in dealings with visitors or members of the public.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Review the needs of the students to establish their English proficiency.
- Effectively and efficiently facilitate the classes.
- Evaluate the program with relevant Library staff.
- Contribute to future planning for the program.

- Assist the library in developing relevant resources to support the needs of the students undertaking this course.
- Any duties undertaken are carried out in a voluntary capacity, and as such, there is no remuneration.

Acknowledgement and agreement

Volunteer	Name _____
	Signature _____ Date _____
Supervisor	Name _____
	Signature _____ Date _____