



**Position Title:**

Samarinda Volunteer Navigators

**Position Description:**

The Navigator is the welcoming face of the Samarinda Community Centre and guide to being more connected and engaged.

*Their greeting is warm and genuine.* They actively listen, never assume and hear the needs and interests of the person who has come to the Centre looking for information or assistance. They may be looking for support at home, social connection, learning opportunities, to share their experiences and capabilities or to volunteer themselves. Every day the Navigator will respond to a varied range of requests.

*Navigators know where to go to get useful information.* Armed with a reliable database, their own on-line searching tenacity and a responsive internal network they have built and nurtured, the Navigator will work with their client to help chart a course towards a solution that is feasible, desirable and motivating.

*Navigators never give up because they know our community want to be 'Engaged', living meaningful and purposeful lives, as independently as they can.* They understand that when people are 'Engaged' they experience the potential for new connections and possibilities.

The Navigators are part of Samarinda's Community Services Team - locals working for locals responding to individual needs and potential.

**Responsibilities:**

- Welcome visitors to the centre
- Find out what they need or are interested in
- Research and explore, with the person, possible solutions and opportunities to meet their needs or interests, until the preferred course of action is identified
- Keep a record of the outcomes of each encounter including contact details of the person if they agree
- Arrange meetings with an internal knowledge area expert if the request or solution requires specialised input
- Get to know the organisation's purpose, people and places
- Build internal networks so you know who to go to for what, particularly the knowledge area experts
- Occasionally seek feedback from community members on improvements
- Attend community service team meetings and training when required
- Contribute to creating and maintaining a positive and productive work environment

## Requirements

- Able to make a commitment to the position
- Know and follow the processes and boundaries of the role
- Follow and use the information process map and tools (tablet and database of web-links)
- Work with people on problem solving and solution making
- Listen, inquire, observe, communicate with kindness and generosity
- Remain objective and never take ownership of either the problem or the solution
- Maintain confidentiality and privacy according to Samarinda's processes
- Manage your own emotions and well-being so you can help others manage theirs
- Continue learning through training provided and from the life-experience of the people you assist

## Samarinda's purpose and vision

At Samarinda we say '*we're locals for locals*' and we say it proudly.

*Everything we do is to support local people and families to remain connected to their community.* Every individual and family in our area of Ashburton, Ashwood, Glen Iris, Burwood and surrounds deserves to be able to remain connected, engaged and valued in the community they know and love. That's what '*locals for locals*' means to us.

## 'Engaged' is Samarinda's Community Services Model

Its focus are the four key outcomes we know our community really want because we asked them and then together we co-designed our service model. Our community want to:

- Live well, as healthy as you can
- Live at home, safe and secure
- Live in their community, informed and connected
- Learn, share and build skills

The Samarinda Navigators make a valued contribution to our purpose of providing information and connections to chart solutions and opportunities for our community to connect and engage.

Community Services manages the Community Centre where the Navigators are located. The Navigators are part of the Community Services Team of Samarinda.

## Acknowledgement of contribution

- Knowing that you are engaged in something worth doing.
- Making a difference to people within our community by connecting them to information, services and activities to keep them engaged in life and living.
- Being part of a team and organisation that shares a common purpose and commitment.
- Training on process, use of the digital tools, and working with people as a Navigator.
- Additional training opportunities throughout the year.
- Being part of an annual community gathering to learn and share successes and ongoing aspirations.
- Great working environment, supportive team members and appreciative organisation.

If this position sounds like you, please contact Sandra Bygrave, Community Services Manager on P: 03 9058 6065 or E: [SandraB@saas.org.au](mailto:SandraB@saas.org.au)