

## Position Description – Support & Welfare Coordinator

<b>Other roles supervised by this position</b>	Support & Welfare Officer
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### Purpose of Position

This role is responsible for ensuring that all participants in the Youth Parliament Program feel safe, supported, involved and cared for during YP activities.

### Duties & Responsibilities

#### General Duties

- Engaging with participants early on to become a known and friendly contact before camp
- Contribute to a mentally-healthy program for all participants, primarily by coordinating and making participants aware of the ‘traffic light’ system:
  - **Green:** the participant is doing well, and will check in with Taskforce when they need to;
  - **Yellow:** The participant is coping okay, but could use a check in from Taskforce every now and again; and
  - **Red:** the participant is struggling at the moment, and needs a check in ASAP.
- Work with the Program Coordinator and Support & Welfare Officer to:
  - Determine a safe and effective means of storing participant medical and contact information; and
  - Collate said information once all forms have been received, taking note of:
    - Name and preferred pronouns;
    - Emergency contact information;
    - Any medical conditions and medications; and
    - Any dietary requirements they may have.
- Participate in any training relevant to the role – including Mental Health First Aid
- Liaise with the Program Manager and Program Coordinator to ensure that that all Taskforce members are similarly upskilled in these areas such that they are able to deal with the most common issues that may arise on camp e.g. homesickness, panic attacks etc.
- Work with the Program Manager and Program Coordinator to obtain and administer the ‘welfare phone’ initiative on camp, ensuring that participants are aware they can contact the welfare team on this number if any kind of issues arise
- Facilitate meetings of the ‘Welfare Team’ as required – consisting of the Senior Coordinator Operations, Support & Welfare Coordinator and Officer, reporting back to the Program Coordinator at the conclusion of each meeting
- Provide advice to Taskforce members when planning YP activities to ensure that the program generally supports young people’s development and mental health

- Provide advice to Advisors if/when they experience difficulties with particular Committee Members, and be available to support Advisors at Committee meetings as appropriate
- Facilitate Taskforce wellbeing check ins/conversations both before and on camp to ensure all volunteers are prioritising their own mental health and are feeling safe and supported

### **Duties during YP Camp**

- Act as the first point-of-contact for YMPs to approach when feeling stressed, sad, homesick, angry, or in need of support
- Monitor activities to identify any YMPs who are in need of support and open a dialogue or monitor their situations, as appropriate
- Actively monitor YMPs who are not being included or need support to participate in social aspects of camp, and work to facilitate them becoming more involved
- Work closely with the Program Coordinator and YMCA WA staff in responding to any emergency situations (including emergency mental health incidents) to provide the best outcomes for the young person/s involved
- Inform the Program Coordinator and YMCA WA staff about participants who require ongoing observation or support in regards to their health and wellness, even after camp has concluded
- Participate in all rosters of Taskforce duties as required
- Provide support and assistance to fellow Taskforce members and YMCA WA staff as required

### **Duties to YMCA WA**

- Commitment to YMCA WA's Environmental Policy
- Commitment to YMCA WA's Social Media Policy
- Understand and work under the guidelines of the YMCA WA Safeguarding of Children and Young People Policy and Code of Conduct
- Ensure compliance with all relevant YMCA WA OS&H practices
- Take reasonable care for your own health and safety and for the health and safety of others
- Cooperate with YMCA WA with respect to legislative occupational health and safety requirements and relevant YMCA WA Health and Safety Policies
- Provide a National Police Clearance or consent to YMCA WA obtaining one on your behalf
- Obtain a Working with Children Check (as required under Section 6 of the *Working with Children (Criminal Record Check) Act 2004*)

### **Selection Criteria**

- Positive attitude and friendly nature
- Experience in or enthusiasm for supporting youth welfare
- General awareness of the warning signs of mental health issues
- Approachable and caring with strong youth engagement and relation-building skills
- Ability (or willingness to develop required skills) to fulfil all duties as listed above

- National Police Clearance and Working with Children Check (or willingness to obtain)
- Mental Health First Aid qualified (or willingness to obtain)

**Agreement:**

*I have read and understood the above Position Description and I agree to undertake the role.*

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date