POSITION DESCRIPTION

ARC Volunteer

Version 2.1 October 2026

REPORTS TO	Volunteer Manager and CEO
SUPPORTED BY	CEO and Holy Fools Inc Leadership
LOCATION	Holy Fools Inc ARC, Room 32, Rear Wall, Undercover Carpark, Chirnside Park Shopping Centre
VOLUNTEER HOURS	1 x 4 hour shift Saturday 11am to 3pm or as required
ROLE PURPOSE	Holy Fools is seeking friendly, warm and compassionate people to join the ARC team. Volunteers collect and sort donations and interact with donors, clients and the general public, helping to positively connect our community and support people experiencing homelessness.
ROLE RELATIONSHIPS	You will develop close working relationships with: • Suppliers and our generous donors • Volunteer Manager and other volunteers • CEO and Holy Fools Inc Leadership
KEY RESPONSIBILITIES	As a member of the ARC team, in support of our mission, vision and values, your responsibilities are to: • Abide by all policies and procedures in the Holy Fools Volunteer Handbook, including the Child Safety Policy, Privacy Policy and Code of Conduct, while representing Holy Fools on shift, at events, online or at any other time. • Report all incidents, no matter how small or insignificant, and take part in any follow-up communications required in the incident debriefing process. • Take reasonable steps to respond in a timely manner to communication from other members of the Holy Fools family, whether by phone, email or in person. • Engage in positive and genuine conversations with friends, volunteers, donors, service partners and members of the public. • Assist with driving the Holy Fools van on shift (if applicable and approved). • Follow Holy Fools onboarding materials, shift procedures and communication channels, and keep up to date with any new tools or systems introduced. • Help train newer volunteers on shift operations and on-site hazards and mitigation strategies. • Attend team social events, e.g. birthday and Christmas celebrations. • Graciously receive donations such as clothing, bedding and food, thank donors, and make sure they learn about Holy Fools. • Sort donated clothing into designated areas and/or storage tubs, and set aside dirty or damaged items. • Sort food, toiletries and other donations, checking compliance with food handling requirements and best before and use by dates for fresh and packaged food, and place items on shelves or in the fridge or freezer as required. • Check and record fridge and freezer temperatures during the shift, as required. • Pack hampers or package clothing for distribution, as required. • Restock the Street Angels tubs with any missing items. • Maintain cleanliness and safety standards of the ARC and premises

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SHIFT EXPECTATIONS	Volunteers are expected to: • Arrive on time for their rostered shift. • Check in when they arrive and check out when they leave. • Participate actively in the shift rather than waiting to be given every task. • Ask the ARC Manager what needs to be done when they are unsure. • Remain within the boundaries of their role. • Communicate if they are unable to attend a rostered shift. • Participate in relevant training and induction. • Attend volunteer meetings and team activities where reasonably possible.
WHAT VOLUNTEERS CAN EXPECT	Holy Fools is committed to providing volunteers with: • A clear understanding of their role. • Appropriate induction and training. • A safe and respectful volunteering environment. • Support from the Volunteer Manager. • Clear procedures for incidents and challenging situations. • Appropriate supervision and guidance. • Opportunities to develop skills and take on additional responsibility. • Opportunities to provide feedback. • Recognition and appreciation for their contribution. • A clear pathway to become a Senior Volunteer or undertake specialist volunteer roles where appropriate.
SELECTION CRITERIA	To be considered for a volunteer position with Holy Fools, applicants must: • Demonstrate the characteristics of a Holy Fool. • Demonstrate willingness and ability to engage in clear, positive and non-judgemental conversations with people experiencing homelessness and/or poverty. • Have the physical ability to sort clothing, food and other donations. • Be able to understand and follow all safety and operational procedures. • Demonstrate a commitment to Holy Fools and its mission to positively connect communities. • Demonstrate an understanding of, and adherence to, Holy Fools Privacy Policies. • Demonstrate a commitment to child safety and to following the Holy Fools Child Safety Policy.
SPECIAL REQUIREMENTS	• Valid Victorian Working with Children (WWC) Check (volunteer) • Food Safety Certificate (or willingness to earn one) • Current driver licence, if assisting with van driving • One month probationary period
CHILD SAFETY	This role is covered by Holy Fools' Child Safety and Wellbeing Policy and Child Safety Code of Conduct. This includes never photographing or videoing a child without parental/guardian consent, never giving gifts to children, and never initiating private or online contact with a child outside Holy Fools' programs. Volunteers complete child safety induction training before starting shifts.