POSITION DESCRIPTION

Felix House Volunteer

Version 2.6 October 2026

REPORTS TO	Felix House Shift Manager
SUPPORTED BY	Volunteer Manager
LOCATION	Holy Fools Inc Felix House, 19 Hutchinson Street, Lilydale, VIC. 3140
VOLUNTEER HOURS	One or more four-hour shifts per week, according to the volunteer roster
CURRENT SHIFT TIMES	Weekdays 10 am – 2 pm and 2 pm – 6 pm. Saturday 11 am - 3 pm
ROLE PURPOSE	Felix House volunteers help create a space where people experiencing homelessness or insecure housing feel **seen, respected, welcomed and safe.** Volunteers contribute through kindness, conversation, hospitality and practical support, working in a **person-first, trauma-informed and non-judgmental** way. As a member of the Felix House team, volunteers help provide a safe and welcoming environment while supporting guests to access the resources, services and connections that may assist them. Volunteers are not expected to solve every problem presented by a guest. An important part of the role is recognising when a matter is beyond the volunteer's role and seeking assistance from the Shift Manager.
ROLE RELATIONSHIPS	Volunteers will develop positive working relationships with: • Guests, walk-ins and regular users of Felix House • Other Felix House volunteers • Felix House Shift Managers • The Volunteer Manager • Service providers and community partners • Suppliers and donors • Members of the wider community • The CEO/Community Worker, where appropriate
KEY RESPONSIBILITIES	**1. Welcoming and supporting guests** • Welcome guests warmly and respectfully. • Engage in positive and genuine conversations with guests and community members. • Offer hospitality such as tea, coffee and available food. • Assist guests to access Felix House facilities, including showers and laundry, as required. • Provide practical assistance and information within the scope of the volunteer role. • Support guests to access appropriate referrals, services and resources according to Holy Fools guidelines. • Treat every guest with dignity, respect and without judgement. • Respect the individual choices, experiences and circumstances of guests.

KEY RESPONSIBILITIES

2. Maintaining a safe and welcoming environment

- Help maintain Felix House as a clean, safe and welcoming environment.
- Follow all Holy Fools policies, procedures and safety requirements.
- Assist with cleaning and maintaining shared and guest-facing areas.
- Assist with shower and laundry area procedures.
- Restock supplies and advise the Shift Manager when supplies are running low.
- Assist with opening and closing tasks when directed by the Shift Manager.
- Report hazards, maintenance concerns and unsafe conditions promptly.

3. Boundaries and escalation

- Maintain appropriate professional and personal boundaries with guests and other members of the Holy Fools community.
- Recognise when a situation is beyond the volunteer's role or capacity.
- Seek assistance from the Shift Manager when a guest has a complex need that the volunteer cannot appropriately address.
- Remain calm and respectful when responding to distress, conflict or challenging behaviour.
- Step away from situations when directed or when it is unsafe to remain involved.
- Immediately report incidents, hazards, near-misses and significant concerns to the Shift Manager.
- Contact emergency services when necessary in accordance with Holy Fools procedures.

Volunteers are **not expected to provide professional medical, psychological, legal, housing or other specialist services** unless they have been specifically authorised and qualified to do so as part of a defined Holy Fools role.

4. Donations and community engagement

- Graciously receive donations of clothing, bedding, food, toiletries and other appropriate items.
- Handle donated items respectfully and safely.
- Thank donors and help them understand Holy Fools' mission and the impact of their generosity.
- Refer unusual, large, inappropriate or potentially problematic donations to the Shift Manager.

5. Teamwork

- Work cooperatively with other volunteers and the Shift Manager.
- Participate in the shift briefing and handover process.
- Follow reasonable directions from the Shift Manager during a shift.
- Assist newer volunteers to understand routine Felix House operations when appropriate.
- Communicate concerns, questions and relevant information promptly.
- Contribute to a positive and supportive volunteer culture.

6. Records and systems

- Check in and out for each volunteer shift using the approved Holy Fools system.
- Complete required forms, checklists and records accurately.
- Report incidents, hazards and near-misses, including matters that may initially appear minor.
- Maintain confidentiality and privacy of guests, volunteers, donors, service providers and partners.
- Use the Holy Fools Volunteer Portal and other required systems appropriately.

7. Holy Fools representation

Volunteers represent Holy Fools while undertaking volunteer activities, attending Holy Fools events or otherwise acting in a volunteer capacity.

Volunteers are expected to:

- Act consistently with Holy Fools' mission, vision and values.
- Follow the Holy Fools Volunteer Handbook and relevant policies.
- Protect the reputation and integrity of Holy Fools.
- Maintain appropriate confidentiality.
- Communicate respectfully with guests, colleagues, partners and members of the public.

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 Shift 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 Shift Manager and 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 Shift Manager or undertake specialist volunteer roles where appropriate.

SELECTION CRITERIA	Applicants should demonstrate: • The characteristics of a Holy Fool person. • A willingness and ability to engage positively with people experiencing homelessness, insecure housing and poverty. • A person-first, trauma-informed and non-judgmental approach. • Good communication skills. • The ability to maintain appropriate boundaries. • The ability to remain calm in challenging situations. • The ability to understand and follow safety and operational procedures. • A commitment to Holy Fools and its mission to positively connect communities. • An understanding of, and commitment to, Holy Fools' privacy and confidentiality requirements. • The physical ability to safely undertake the duties associated with the role.
SPECIAL REQUIREMENTS	Subject to Holy Fools' policies, insurance requirements and the requirements of particular duties: • A valid, current Working with Children Check (WWCC) - mandatory for all Holy Fools personnel. • A National Police Check and satisfactory referee checks are required for this role due to potential contact with children and families at Felix House. • Food Safety Certificate or willingness to obtain one, where required. • First Aid Certificate or willingness to obtain one. • Completion of Holy Fools volunteer induction. • Completion of required training. • One-month probationary period.
ROLE BOUNDARIES	**A General Felix House Volunteer:** **CAN:** • Welcome and support guests. • Provide hospitality and practical assistance. • Assist with showers and laundry. • Provide information and appropriate referrals. • Receive routine donations. • Complete routine cleaning and operational tasks. • Report and escalate concerns. • Report any concern, allegation or suspicion of child abuse or harm directly to the Child Safety Officer or the CEO, in addition to the usual Shift Manager escalation for operational matters. • Ask the Shift Manager for assistance. **DOES NOT independently:** • Make commitments about housing or services Holy Fools cannot provide. • Manage serious incidents. • Handle significant aggressive or threatening behaviour alone. • Provide professional medical, counselling, legal or specialist services. • Make decisions outside their authority. • Commit Holy Fools to financial, service or organisational arrangements. • Speak publicly on behalf of Holy Fools unless authorised. When unsure, the volunteer should **pause, maintain safety and ask the Shift Manager.**

SUCCESS IN THIS ROLE	**A successful Felix House Volunteer:** • Helps guests feel welcome, respected and safe. • Contributes actively to the work of the shift. • Builds positive relationships while maintaining appropriate boundaries. • Works well as part of the Felix House team. • Knows what they can do and when to ask for help. • Follows procedures and records information appropriately. • Contributes to a clean, safe and welcoming Felix House. • Represents Holy Fools positively.
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.