

Volunteer Position - Statement of Duties

International Student Ambassador

Division	City Life
Business Unit	Social Programs and Services
Position Number	VX0002
Date position description approved	20 November 2020

Council overview

At the City of Sydney our people are our most important asset and central to achieving Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

The City's volunteers play a vital role in the delivery of services to our residents, enhancing the experiences of all people living, working or visiting the City.

We value all our volunteers who, in their various roles, initiate, deliver and enhance a broad range of services and programs in the community. For many of our residents, volunteers provide important regular social contact which they otherwise may not have.

Council values

The City of Sydney is committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

The City's general Volunteer Policy and Procedures outline the principles and requirements of volunteering for us, and our responsibilities towards our volunteers. A copy of these will be provided to you.

Primary purpose of the position

The **International Student Leadership and Ambassador (ISLA) Program** aims to increase the positive experience of all international students through training international student ambassadors to actively participate in city life and build Sydney's reputation as a preferred destination to study.

The ISLA program offers free training, integrated learning and volunteering opportunities to enhance international student leadership skills and experience, which become transferable to their future careers.

Participants also have an opportunity to make new friends, build a local support network and develop a sense of belonging while getting involved in local events and activities.

Key duties

- To develop projects and events with the City to meet the needs of international students;
- To actively develop strategies/projects with the City to encourage interaction between international and local students;
- To take ownership of the role of Ambassador by actively seeking opportunities to pass on important information on safety and well-being, work experience opportunities, City of Sydney events and international student support services;
- To act as a source of information for prospective and recently arrived international students regarding questions about studying and settling in the City via social media and in person;
- To participate in media interviews and speak at international student forums, seminars and events to increase visibility of international students in the local community and raise awareness of challenges experienced by this community group;
- To contribute to research and reports as part of the City of Sydney's International Students Consultation Group.

Key Challenges

- Working effectively within a culturally diverse team to establish and maintain respectful relationships with fellow volunteers, Council staff and external stakeholders.
- Effectively manage time and competing priorities, balance between study/ paid work and ISLA program volunteer commitments
- Always maintain professional boundaries when working with staff, fellow volunteers, international students and other internal and external stakeholders.

Key relationships

Who	Why
Internal	
Senior Social Programs Officer - ISLA Program Manager	<ul style="list-style-type: none"> • Receives advice and reports to the City on progress towards business objectives and future directions • Provides expert advice to senior managers and contributes to decision making • Identifies issues/risks and their implications for the program • Leads discussions and decisions regarding service priorities and deliverables

Who	Why
Social Programs Support Officer	<ul style="list-style-type: none"> Guides, supports, coaches and mentors ISLA team members Takes action on any concerns relating to the program participants
External	
International students	<ul style="list-style-type: none"> identify and report back on any issues relating to the emerging needs and issues of international students co-design, implement and evaluate relevant projects that meet the needs of international students
Stakeholders in the International education sector including colleges and universities, peak bodies and NGOs	<ul style="list-style-type: none"> work in collaboration to deliver projects that address the needs of international students act as a bridge between the City of Sydney and education institutions to facilitate partnerships, communication to support international students

Key dimensions

Decision making

ISLA Ambassadors are expected to comply with the directions of their supervisor and City of Sydney policies and procedures.

Reports to

Senior Social Programs Officer, Social Programs Support Officer and other City staff as directed.

Essential Knowledge, Skills & Experience

- You are living, studying, working in and/ or regularly visiting the City of Sydney Local Government Area
- You are 18 years or older
- You are an international student currently enrolled in a course provided by a registered higher education provider in Australia
- You hold a valid Australian student visa for the duration of the ISLA program from February 2021 to August 2022
- You are able to commit to the program and the attendance requirements from February 2021 to August 2022
- Have previous leadership experience and/or volunteering experience in Australia or overseas (e.g. participating in a student society or volunteering for a local charity)
- Have good communication skills and intermediate-level or above proficiency in spoken and written English
- Have good organisation and time management skills; be reliable and punctual

- Be self-motivated and proactive, able to work independently as well as part of a team.
- Possess knowledge of the City of Sydney, international student issues, support services and programs for international students
- Possess a positive attitude and high level of commitment about participating in the program, demonstrates a high level of professionalism such as being punctual, reliable, and accountable to one's actions and a good team player
- Ability to meet the ISLA program workload and time commitment requirements.

Training requirements

- ISLA Ambassadors must attend a series of compulsory training such as City of Sydney overview which covers City's decision-making process, services and programs, key policies and code of conduct. They will learn about relevant support services and programs for international students in the community, leadership skills, cultural intelligence, event/project management, public speaking, Aboriginal cultural respect and mental health awareness.
- Volunteers will also have opportunities to attend a variety of optional training offers by the City.

Child Protection requirements

The City of Sydney is committed to meeting our responsibilities to ensure the safety and wellbeing of children and young people in our community, and to taking reasonable measures to prevent the abuse of children in line with Child Protection legislation and the NSW Child Safe Standards. These responsibilities are outlined in the City's Child Safety Policy and Procedures.

All volunteers will be required to comply with the City's Child Safe Code of Conduct. Two copies will be provided to you, one to keep, and one to sign and acknowledge you have understood your responsibilities under the code of conduct.

This position has been categorized as a Category 4a position according to the *Child Safety Procedure - Recruitment, Employee Conduct, and Training* and applicants and volunteers for this position are not required to have a Working with Children Check.

Where required, Working with Children Checks will be verified to ensure the suitability of recommended applicants where roles have been identified as 'child related work' under the *Child Protection (Working with Children) Act 2012 (NSW)*, *Child Protection (Working with Children) Amendment (Statutory Review) Act 2018* and *Children's Guardian Act 2019*.

The City provides child protection training and/or induction for all volunteers. Depending on the nature of the role, training and induction requirements vary. As a category 4 role, applicants will be required to undertake the following training:

- Keeping Them Safe - Child Protection Policy Training e-learning