

# General Volunteer Position Description

Join us in our kaupapa (mission) to **positively connect communities**. We don't have all the answers to homelessness, but what we can provide is **free clean laundry**, a **warm shower** and **genuine kōrero** to those doing it tough.

We have a simple formula; we provide a platform for friends and whānau to connect through a regular free laundry and shower service. The focus is on creating a safe, positive and supportive environment for people experiencing homelessness or hardship. Orange Sky tūao (volunteers) are not social workers or experts on homelessness – they are empathetic listeners and great conversationalists.

We operate in a number of different services across Aotearoa! You can check out our website [orangesky.org.nz/our-locations](https://orangesky.org.nz/our-locations) for the latest details of where we are located.



## Position Details

As a General Volunteer, you will positively connect with all people during your Orange Sky shift, and assist with driving the van, providing free laundry and shower service operations, and have genuine kōrero with friends and whānau, service providers and other tūao.

You will report to the Volunteer Team Leader and work closely with a range of people, including friends and whānau (people experiencing homelessness or hardship), fellow tūao, service providers (partners we work with on shift) and Orange Sky employees.

We have laundry vans, shower vans, hybrid vans (these are vans that have laundry and shower facilities in one!), fixed laundry pods and indoor laundries in our different service locations.

## We need from you:



**2-4 hrs**  
each week/fortnight



Ideally we'd like a  
commitment of

**6 months**

# Your Contribution

- Engage in non-judgemental and genuine kōrero with all friends and whānau, tūao, service providers and members of the public.
- Provide safe and reliable access to laundry facilities, including loading and unloading machines and carrying washing baskets of clothing.
- Provide safe and reliable access to shower facilities, including providing clean robes, towels, bath mats and ensuring that our shower product is stocked.
- Assist in unpacking and packing the van, including chairs, washing baskets, trip guards and other equipment.
- Assist with reeling and unwinding hoses and laying them out.
- Clean the machines and showers.
- Complete Shift Reports (as required) via our online volunteer management system, MyOS.
- Drive van to and from shift, and fuel up with diesel when required (not mandatory).
- Submit an Incident Report for all incidents that occur, and participate in follow up communications required in the debriefing process.
- Take reasonable steps to respond to all communication in a timely manner via phone, email or in person with all other members of Orange Sky.

## Our Values



### ENERGY & DRIVE

We value initiative and the willingness to do whatever it takes to get stuff done.



### IMAGINATION & INNOVATION

We take pride in our ability to solve problems through invention and creativity.



### PASSION & FOCUS

We feel incredibly lucky to help improve the lives of others.



### COLLABORATIVE PARTNERSHIPS

We succeed through sharing ideas, challenges and resources.



### Meet Albert

Albert, who lives with a disability, refers to Orange Sky's free laundry service in Tāmaki Makaurau, Auckland as the highlight of his week. For the past two years, the service has provided him not only with clean clothes but also with connection, kōrero and friendships that ease some of life's daily challenges. His story reflects the powerful impact Orange Sky has in supporting friends and whānau through both practical help and genuine human connection.

**66** *Coming to get my laundry done by the Orange Sky team is the highlight of my week. Everyone is really loving and caring. I look forward to my day out.*

# Position Requirements

- Be over 18 years of age.
- Demonstrate the characteristics of an [Orange Sky person](#).
- Demonstrate a commitment to Orange Sky (OS) and our kaupapa to positively connect communities.
- Abide by all policies and procedures in the [OS Volunteer Handbook](#) while representing OS on shift, at events, online or any other time.
- Willingness and ability to engage in clear verbal conversations of a positive and non-judgemental nature with people experiencing homelessness.
- Physically able to operate OS equipment, including the washing machines, dryers, power systems, hoses/tanks and cleaning of showers, which may include climbing into the back of the van to do so.
- Comprehend and follow all safety and operational procedures, including co-operating with reasonable requests relating to health, safety and wellbeing, and operate the OS vehicle, pod or laundromat in full accordance with Orange Sky's safety requirements.
- Complete our online induction training, refresher training and any additional training as required.
- Confident in using communication technology such as mobile apps and email, and actively engage with Orange Sky's technical resources including WhatsApp, the OS Resource Hub, and our volunteer management system, MyOS.
- Be able to comply with, or obtain, any relevant checks or licences that may be required for volunteering with vulnerable populations in the relevant region.

## What's in it for me?



### TRAINING COURSES & WEBINARS

Access to all Orange Sky training resources and opportunities to innovate and think outside the box.



### AMPLIFY YOUR RESUME

As you enter the workforce, Orange Sky volunteering can help to boost your resume power.



### POSITIVELY CONNECT

As an Orange Sky tūao, you not only connect with friends and whānau doing it tough, but also your fellow tūao and other members of the Orange Sky community.



### A SENSE OF PURPOSE

The sense of purpose and feeling like you're making difference in your community really sticks with you. We can't wait for you to experience it!