

Volunteer Position Description

Role Title	Volunteer Support Officer – Events and Fundraising
Reports To	Community Development Officer (CDO) or Community Development Support Officer (CDSO) Overall governing body - Management Committee
Time Commitment	Thursday 8.45am to 4.00pm. Attend training, weekly onsite VSO meetings.
Working Environment	Administration – open space workstations Reception – front desk. Public facing (fill in) Green Initiatives- sustainable and environmental issues
Key working relationships	CDO, CDSO, Venue Hire Officer, Volunteers, Sub-Committees and public
Role objective	To play a key role in providing overarching management of volunteers across the organisation and provide support and supervision for rostered volunteers. The Events and Fundraising Volunteer Support Officer supports the Events and Fundraising sub-committee and manages the community events.
Primary responsibilities	<p><i>List the primary responsibilities, should only be a maximum of six including the mandatory three below.</i></p> <ol style="list-style-type: none"> 1. Comply with Centre policies, procedures and guidelines. 2. Attend training, meetings and get-togethers as scheduled. 3. Adhere to and demonstrate the sustainability and environmental requirements of the Centre. 4. Manage the volunteer administration by, <ul style="list-style-type: none"> • Ensuring all paperwork has been completed and filed in personal folders and filed. • Accepting and distributing volunteer applications from drop-ins. • Supporting the effective management of the volunteer program. • Maintaining confidentiality within the centre environment. • Attending weekly VSO team meetings. • Contributing to the monthly newsletter. 5. Retain, Review and recruit Volunteers, by <ul style="list-style-type: none"> • Maintaining regular contact with allocated volunteers to ensure role satisfaction and providing support where appropriate. • Conducting annual and probation catch ups. • Working in collaboration with the program coordinators to ensure retention of volunteers.

- Participating in development and implementation strategies for recruitment and support of new VSO.
- Adhering to the Volunteer recruitment process for advertisements, selection and recruitment.
- Advising of training requirements.
- Welcoming volunteers and attending to their needs.

6. Support reception, by

- Assisting by filling in for staff absences
- Assisting volunteers during peak times, if required.
- Demonstrating excellent customer service standards and principles.

7. Managing events, by

- Attending monthly Events and Fundraising sub-committee meetings.
- Working with the sub-committee to fill rosters for community events.
- Liaising and collaborating with the Events and Fundraising sub-committee to assist with advertising and decorations for events.
- Liaising with the Kitchen VSO regarding requirements for events.
- Maintaining a base of volunteers who can assist with events.
- Liaising with the library staff (volunteer coordinator) regarding volunteer roles and collaborating events.
- Working with the Volunteer BBQ Coordinator to fill rosters for fundraising Bunnings BBQs.
- Liaising with the Venue Hire Officer regarding events.

8. Other tasks as directed by the CDO or CDSO.

SKILLS, KNOWLEDGE & ATTRIBUTES

Essential	<p><i>List the skills, knowledge and attributes required for the role, below is an example</i></p> <ul style="list-style-type: none"> • Good communication skills • Ability to work under minimal supervision and manage time effectively • Ability to relate to people from diverse backgrounds • Previous experience in office roles and an ability to work as part of a team • Good organisation skills • Good knowledge of computers and Microsoft Office suite, especially Word, Excel, and PowerPoint • Be adaptable and accepting of changes or new requirements, as needed • Demonstrated customer service standards and principles • Ability to maintain confidentiality
Desirable	<ul style="list-style-type: none"> • Ability to manage difficult situations and conversations • Awareness of Workplace and Health & Safety and the requirements of Equal Opportunity Act and Disability Discrimination Act • Awareness of inclusivity and diversity of visitors and their issues
Mandatory requirements	<p>SAPOL – police check WWCC screening - Working With Children Clearance check</p>
Training	<p>Child Safe Environment Reception (inhouse) WHS</p>

I have read and understood this Volunteer Position Description (PD) and agree to abide by all the conditions as outlined within it. I also understand that this PD may be updated from time to time with consultation.

Print Name (Volunteer):

Signed (Volunteer): _____

Date: .. / .. /

Title of Position Description	VSO Events and Fundraising	
Approved by	Name: _____	Date: _____
Date Reviewed	_____	