

## Volunteer Position Description

<b>Role Title</b>	<b>Volunteer Support Officer – Front of House</b>
<b>Reports To</b>	Community Development Officer (CDO) or Community Development Support Officer (CDSO)  Overall governing body - Management Committee
<b>Time Commitment</b>	Monday and/or Friday 8.45am to 4.00pm.  Attend training, weekly onsite VSO meetings.
<b>Working Environment</b>	Administration – open space workstations  Reception – front desk. Public facing (fill in)  Green Initiatives- sustainable and environmental issues
<b>Key working relationships</b>	CDO, CDSO, Venue Hire Officer, Volunteers and public
<b>Role objective</b>	To play a key role in providing overarching management of volunteers across the organisation and provide support and supervision for rostered volunteers.  The Front of House VSO is responsible for the volunteer and reception administration.
<b>Primary responsibilities</b>	<p><b><i>List the primary responsibilities, should only be a maximum of six including the mandatory three below.</i></b></p> <ol style="list-style-type: none"> <li>1. Comply with Centre policies, procedures and guidelines.</li> <li>2. Attend training, meetings and get-togethers as scheduled.</li> <li>3. Adhere to and demonstrate the sustainability and environmental requirements of the Centre.</li> <li>4. Manage the volunteer administration by, <ul style="list-style-type: none"> <li>• Ensuring all paperwork has been completed and filed in personal folders and filed.</li> <li>• Accepting and distributing volunteer applications from drop-ins.</li> <li>• Supporting the effective management of the volunteer program.</li> <li>• Maintaining confidentiality within the centre environment.</li> <li>• Attending weekly VSO team meetings</li> <li>• Minuting VSO meetings and distributing copies</li> <li>• Managing and processing leave and ensuring programs are fully facilitated.</li> <li>• Managing long term absences and collaborating with the VSO – Social and Support.</li> </ul> </li> <li>5. Retain, Review and recruit Volunteers, by</li> </ol>

- 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.
  - Reviewing position descriptions regularly.
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.
  - Conducting reception induction/training and buddy system for volunteers and VSOs.
  - Ensuring training is current and reviewed regularly.
  - Reviewing, Updating and Implementing new processes and procedures for reception area.
7. Support centre administration by;
- Ensuring course guide is current and updated copy sent to Media subcommittee.
  - Maintaining "Original" flyers folder
  - Updating "Good News Story" and "Feedback" spreadsheets.
  - Updating and maintaining ACME database.
  - Ensuring stationery items managed and maintained.
8. Other tasks as directed by the CDO or CDSO.

## SKILLS, KNOWLEDGE & ATTRIBUTES

### Essential

***List the skills, knowledge and attributes required for the role, below is an example***

- 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

- 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

<b>Mandatory requirements</b>	SAPOL – police check WWCC screening - Working With Children Clearance check
<b>Training</b>	Child Safe Environment Reception (inhouse) WHS

**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: .. / .. / ....

<b>Title of Position Description</b>	VSO Front of House	
<b>Approved by</b>	Name: Lucy Richardson	Date: October 2021
<b>Date Reviewed</b>		