

Volunteer Position Description

Role Title	Volunteer Support Officer – Social and Support
Role Overview	This role has an element of administration duties and reception back-fill, however the main focus is social support for our volunteer team. If your passion lies with communicating with people and organising social events, then this is the role for you! Our VSO Social and Support role includes tasks such as sending birthday cards, organising quarterly, fun get-togethers and creating a quarterly volunteer newsletter.
Reports To	Community Development Officer (CDO) or Community Development Support Officer (CDSO). Overall governing body - Management Committee
Time Commitment	Wednesday 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 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 Social and Support Volunteer Support Officer supports the volunteer group with social events and wellbeing.
Primary responsibilities	<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. 5. Support volunteers, by <ul style="list-style-type: none"> • Maintaining regular contact 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.

	<ul style="list-style-type: none"> • Adhering to the Volunteer recruitment process for advertisements, selection and recruitment. • Welcoming volunteers and attending to their needs. <p>6. Support reception, by</p> <ul style="list-style-type: none"> • Assisting by filling in for staff absences • Assisting volunteers during peak times, if required. • Demonstrating excellent customer service standards and principles. <p>7. Support all volunteers, by</p> <ul style="list-style-type: none"> • Developing and coordinating a social calendar of events, that includes get-togethers. • Monitoring and contacting absent volunteers. • Issuing birthday cards. • Developing a quarterly newsletter. <p>8. Other tasks as directed by the CDO or CDSO.</p>
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SKILLS, KNOWLEDGE & ATTRIBUTES	
Essential	<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	SAPOL – police check WWCC screening - Working with Children Clearance check
Training	Safe Environment for Children, 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: .. / .. /

Title of Position Description	VSO Social & Support	
Approved by	Name: Lucy Richardson	Date: February 2022
Date Reviewed	2023	