

## Volunteer Position Description

<b>Role Title</b>	<b>Volunteer Support Officer – Social, Support and Cultural Diversity</b>
<b>Role objectives</b>	To play a key role in providing overarching volunteer management across the organisation and supervision and support to all rostered volunteers on the day of duty. In addition, each VSO has a defined area of focus which aligns with the listed duties in this PD; in this instance, to fulfil the duties listed below in the area of social and support for volunteers
<b>Reports to</b>	The Community Development Officer (CDO) in the first instance or the Community Development Support Officer (CDSO). Ultimately accountable to Management Committee
<b>Time Commitment</b>	Will be required to work each Wednesday from 8:45am to 4:00pm for your regular shift. You will also be required to attend all required training, weekly on-site VSO meetings and attend all Volunteer Get-Togethers, and the Volunteer Christmas event (in addition to your regular shift).
<b>Primary responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide support for the effective management of the WMVNC Volunteer Program</li> <li>• Demonstrate good customer service standards and principles</li> <li>• Maintain confidentiality in the work environment</li> <li>• Participate in the development and implementation strategies for the recruitment and support of new VSO's as required</li> <li>• Adhere to this Position Description and comply with all Centre policies, procedures and guidelines relating to the role</li> <li>• Assist with volunteer grievances by referring volunteers to the Grievance Policy</li> <li>• Deal with conflicts and disputes as they arise (with the CDO assistance if required) as per the Resolution and Conflict Operating Procedure</li> <li>• With the support of the CDO and HR sub-committee, follow the recruitment process for volunteers (advertisements, selection and recruitment) as per the Volunteer Management Operating Procedure</li> <li>• Participate in the development and implementation strategies for the recruitment and support of new VSO's, as required.</li> <li>• Maintain office etiquette by all staff/ volunteers attending the office and reception area</li> <li>• Attend training as required</li> <li>• Attend weekly VSO meetings, whether they occur on your normal shift day or not</li> <li>• Attend volunteer meetings/ get-togethers when they occur (3 -4 times per year plus Volunteer Christmas event)</li> <li>• Assist with reception (including filling in on days that reception staff are unexpectedly absent) and during busy times help with customer enquiries and answering the phones (if required)</li> <li>• If you are given a new volunteer application form from reception/ as a walk-in, place it in the Recruitment Officers green IN folder (in the office filing cabinet). Recruitment officer will assess the application and normally conduct any interviews, though assist if requested.</li> <li>• Contact new volunteers allocated to you and assist with ensuring all paperwork is in place for them. Place their buff folder in the Admin PURPLE folder in the office filing cabinet.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support new volunteers through their probationary period. Ensure they have no problems/ issues and that those they work with are satisfied with their work/ progress. Implement strategies, with assistance of their facilitator or the CDO, to help the probationer if necessary.</li> <li>• Maintain regular contact with all volunteers to ensure their role satisfaction and ensure they don't require any further training (can liaise with other VSO's for assistance)</li> <li>• In collaboration with the program coordinators, help to ensure coordination and retention of volunteers in programs, particularly those that take place on your shift day.</li> <li>• Conduct yearly catchups with volunteers who have shifts on your day, or to others if requested</li> <li>• Conduct end of probation interviews as required (at least 1 day <u>before</u> their 3-month anniversary).</li> <li>• Contribute to monthly Newsletter if possible.</li> <li>• Adapt your role to any new requirements or legal/ health legislation as notified by Management Committee/ CDO</li> </ul>
<b>Specialist Tasks/ Responsibilities for this role</b>	<p><u>Social &amp; Support</u></p> <ul style="list-style-type: none"> <li>• Maintain regular contact with volunteers across the Centre to ensure their role satisfaction. Report any issues at VSO meetings.</li> <li>• Develop a social calendar of events.</li> <li>• Organise volunteer get-togethers every 3 or 4 months.</li> <li>• Ensure Centre group facilitators who work on your VSO day are supported. Report issues as required.</li> <li>• Keep confidential personal details of volunteers, only reporting issues to those who need to know, and then only in general terms when possible.</li> <li>• If required, assist CDO and VSO Kitchen &amp; Events with planning/ running volunteer events.</li> <li>• Keep in touch with volunteers who are away long-term (for illness, personal issues etc.). Be supportive and caring whilst staying professional.</li> <li>• Report general progress of long-term absent volunteers if their return to work is going to be delayed past their original expected return date.</li> <li>• Arrange flowers and cards when appropriate or as directed by CDO.</li> <li>• Inform CDO of volunteers who are reaching milestones (e.g. 10-year or 20-year anniversary).</li> <li>• Other tasks as directed by CDO or CDSO.,</li> <li>• Arrange personal a thank you for volunteers when required.</li> <li>• Other duties if/ as the role evolves.</li> </ul> <p><u>Cultural diversity</u></p> <ul style="list-style-type: none"> <li>• Promoting cultural awareness and diversity by organising cultural themed events.</li> <li>• Promoting different cultures by providing ideas of culture specific workshops.</li> <li>• Designing cultural diversity workshops for volunteers.</li> <li>• Encouraging to celebrate traditional holidays, festivals and foods.</li> <li>• Encouraging the community to participate in multicultural events.</li> <li>• Contacting volunteers from various cultural backgrounds to share foods and traditions of their culture with the community.</li> <li>• Building relationships with the volunteers and learning about their cultures. Talking to volunteers about cultural competency.</li> </ul>
<b>Key working relationships</b>	<p>This position requires good working relationships with both volunteers and staff within the program and across the organisation.</p>

<b>Mandatory requirements</b>	<p><b>WWCC screening</b> - It is a requirement for this position to have a Working With Children Clearance check prior to commencement – will be free for accepted applicants.</p> <p>You must be willing to adapt your duties if your role evolves/ changes over time</p>
<p><b>POSITIONS SKILLS, KNOWLEDGE, PERSONAL QUALITIES AND TRAINING</b></p>	
<p><b><u>ESSENTIAL</u> Skills, knowledge and personal qualities</b></p>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Ability to work under minimal supervision and manage time effectively</li> <li>• Ability to relate to people from diverse backgrounds and be non-judgemental</li> <li>• Previous experience in office roles and an ability to work as part of a team</li> <li>• Good organisation skills required – need to follow-up with reported issues and maintain spread sheets relevant to your role</li> <li>• Good knowledge of computers and Microsoft Office suite, especially Word, Excel, and PowerPoint</li> <li>• Be adaptable and accepting of changes or new requirements, as needed</li> <li>• Good time management</li> </ul>
<p><b><u>DESIRABLE</u> Skills, knowledge and personal qualities</b></p>	<ul style="list-style-type: none"> <li>• Able to address issues with staff &amp; volunteers that may arise</li> <li>• Previous experience working as part of a team and have knowledge of customer service practices and principles</li> <li>• Awareness of Workplace and Health &amp; Safety and the requirements of Equal Opportunity Act and Disability Discrimination Act</li> <li>• Have an awareness of the difficulties / barriers that people face who may present at the Centre</li> </ul>
<p><b>Mandatory training requirements</b></p>	<p>A commitment to attending/completing essential training is a pre-requisite for the role. Where possible, training will be delivered during the normal volunteer hours for the role, but volunteers may be required to attend training outside their shift times</p> <p><b>WMVNC Volunteer Induction</b> The Volunteer Support Officer is required to undertake an induction provided by the VSO Induction &amp; Training or CDSO prior to commencing volunteer activities in the Centre’s Volunteer Program. The Induction will include:</p> <ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Images Consent</li> </ul> <p><b>WHS Training Requirements</b> All volunteers are required to complete the following WHS training prior to the completion of their Probation period, or as soon as is reasonably practicable:</p> <ul style="list-style-type: none"> <li>• Manual Handling</li> <li>• Incident Reporting</li> <li>• Duty of Care</li> <li>• Safe Food Handling</li> <li>• Fire Warden / Emergency Evacuation Training</li> </ul> <p><b>Child Safe Environment Training</b> If the volunteer has not received such training in the previous two years, he/she must attend as soon as reasonably practicable from commencement of the role. Training will be offered at no cost to the volunteer.</p> <p><b>Reception Training (in-house)</b> Must undertake reception training and reception induction so that you have a full understanding of reception duties and be able to relieve on reception desk as required. Training to be undertaken prior to starting your role or as soon as possible after starting your role.</p>
<p><b>Other Training</b></p>	<p>Volunteers will be provided with an induction and site orientation visit prior to commencing the volunteer role. Besides the mandatory training, other training may be offered from time to time, usually through Southern Volunteering or SA Volunteering or by the City of Onkaparinga.</p>

<b>Benefits of the role</b>	<ul style="list-style-type: none"> <li>• Opportunity to gain skills and experience through working as a volunteer within the City of Onkaparinga</li> <li>• Participation in volunteer recognition events</li> <li>• Knowing you are giving support to volunteers who may be going through stressful situations</li> <li>• Training and personal development opportunities</li> <li>• Pre-approved out-of-pockets expenses reimbursed</li> <li>• Personal satisfaction</li> <li>• An opportunity to help people in the community</li> </ul>
<b>Challenges of the role</b>	<p><i>Possible challenges of the role may include:</i></p> <ul style="list-style-type: none"> <li>• Dealing with volunteers in distress or in stressful situations</li> <li>• Dispute/conflict resolution</li> <li>• Volunteer activities are usually in an open office environment, with many distractions</li> <li>• Manage unexpected interruptions to office routines</li> <li>• Keeping within professional boundaries when offering support to volunteers who need it</li> </ul>
<b>Performance management</b>	All new volunteers are subject to a three-month Probationary Period from their start date. All volunteers must participate in an Annual Catch Up with the Volunteer Coordinator - Recruitment/Supervisor.
<b>Green initiatives</b>	<ul style="list-style-type: none"> <li>• Demonstrate responsibility and leadership to visitors, staff and particularly other volunteers on sustainability and environmental issues</li> </ul> <p>Demonstrate leadership in minimising the generation of waste to landfill through recycling</p>
<b>Special conditions</b>	<ul style="list-style-type: none"> <li>• As per Centre Operating Procedure (<i>OP R&amp;A.04(18) E-Communication</i>), use of mobile phones whilst on shift is not permitted, unless for an emergency. If you must use your mobile, do so away from others.</li> <li>• Facebook and computer games are not permitted on the front desk computers.</li> <li>• You must record all hours into Better Impact (data base all volunteers are signed up to) within the month volunteering is done. Office computers may be used for this</li> <li>• You must sign in before, and sign out after, each shift (in the office attendance book)</li> <li>• Complete surveys when asked, as this assists with Centre funding.</li> <li>• If resigning, to submit resignation in writing (can be email) stating general reason for resignation and date of final shift, with as much notice as possible</li> </ul>

## List of daily tasks:

*In addition to the primary responsibilities and tasks listed above, each day you will be required to:*

1. Check the communication book as soon as possible when starting your shift
2. Update communication book with any relevant messages received as notified by reception / telephone messages
3. On a daily basis, replace volunteers who are unable to attend a shift
4. Assist reception staff with set-up if required.
5. Greet all volunteers attending the Centre on your day.
6. Give direction to teams and individuals as required. Ensure reception staff are trained in any changes to routine or duties.
7. If a facilitator of a group operating on your day is going on/ is on leave, ensure that their position has been covered by an appropriate back-up volunteer.
8. Check VSO pigeonhole and drawer on VSO desk for work to be done. If not part of your role, distribute to the appropriate VSO
9. Check your emails regularly throughout your shift. Action them as needed.

10. Complete any tasks required to meet obligations in fulfilling the tasks and responsibilities in the PD
11. Arrange for flowers and/ or cards to be sent if required, or as directed by CDO
12. Assist VSO Kitchen & Events &/or CDO with volunteer event planning & preparation as required
13. Contact any volunteer who is away long-term for illness, having an operation, personal circumstances etc. to see how they are. Report to other VSO's if they are going to need to extend their leave past their original leave arrangement with the Centre
14. Liaise closely with the CDO on a daily basis
15. Assist with ensuring all paperwork is in place for new volunteers whose file you may be working on e.g. conducting referral checks (consult with VSO Administration officer/s).
16. Regularly follow progress of new volunteers attending shifts on your day through their probationary period. Offer support, advice, and assistance if required.
17. Liaise with Administration Officer for those coming up for end of probation, and conduct their interview WITHIN 3 months. If they are not a suitable volunteer or not suited to the role they are doing, make arrangements ahead of time with CDO to have HR conduct the interview if necessary.
18. Liaise with Admin Officer/s to arrange annual catch-ups with volunteers who work on your shift day

## Our Vision and Mission

### Vision Statement

The Woodcroft Morphett Vale Neighbourhood Centre aims to enrich the lives of people in our community by providing engagement and learning opportunities in a welcoming environment that embraces diversity and supports green initiatives.

### Mission Statement

We achieve this by providing opportunities for people to:

- ❖ participate and connect with others through conversations and new experiences
- ❖ enjoy life-long learning through a range of educational activities
- ❖ enhance commitment to environmental initiatives,

in a friendly, safe, and supportive environment.

*Further information about the Organisational structure and future direction can be found in the Volunteer Handbook and Strategic Plan.*

19. If a facilitator of a group functioning on your day is going on leave, ensure that their position has been covered by an appropriate back-up volunteer.
20. Arrange and undertake Interviews for prospective new volunteers in your allocated area if requested by VSO Recruitment/ CDO
21. Always remember to thank reception staff at the end of their shift
22. Initial reception check list and check that tasks were completed as required
23. At the end of your shift, logout of email account/s and shutdown the computer.
24. Ensure office filing cabinet and the VSO workstation drawers are locked. Ensure no paperwork is left out
25. Sign out of attendance book, return name badge to board

**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, and I will be required to sign a new PD within 3 years.**

Print Name (Volunteer): .....

Signed (Volunteer): \_\_\_\_\_

Date: .. / .. / ....

OFFICE USE ONLY:

Name (VSO/ CDSO/ CDO/ ADMIN): .....

Signed (VSO/ CDSO/ CDO/ ADMIN): \_\_\_\_\_ Date: .. / .. / ....

Date for Review ... / ... / ..... (Maximum of three years from date of signing)

**Please note: CDO is to be advised of all volunteers who have been sent by Job Network Providers. Only the CDO can complete paperwork confirming volunteer hours.**