

Role Description: Office Support Volunteer

POSITION TITLE:	Office Support Volunteer		
LOCATION:	30 Pitt St, Adelaide, South Australia		
STATUS OF APPOINTMENT:	Volunteer	ACTIVITY DAYS:	Weekdays, Monday to Thursday as agreed
DATE	4 January 2024		
REVIEW	January 2026		

PURPOSE

This volunteer role is to provide general reception and administration support to the Grandcarers SA team in their office in Pitt St, Adelaide.

Support includes providing a public facing reception role, answering the telephone and responding to email and personal enquires about Grandcarers SA.

This role also provides general administration support as required support the activities, events and internal processes of Grandcarers SA.

KEY ACTIVITY AREAS

Key Activity	Tasks
Customer Focus	<ul style="list-style-type: none"> Provide a professional, welcoming and friendly service that fosters good relationships with all contacts of Grandcarers SA. Welcome and support visitors to Grandcarers SA offices Receive and manage external phone calls and emails and refer to appropriate staff when required
Office Administration	<ul style="list-style-type: none"> File hard copy documents within the Grandcarers SA system Assist with the preparation of agendas and meeting minutes Collate data form standardised collection points and assist with the provision of statistical reports
Database management	<ul style="list-style-type: none"> Update client and other statistical/data information into Grandcarers SA databases File electronic data and documents within a standardised filing format
WH&S	Ensure a safe and healthy working environment is provided through observation of Grandcarers SA's Work, Health and Safety requirements.
Events	Assist with the planning, preparation and delivery of Grandcarers SA Villages and events
Staff support	Assist with administrative responsibilities to support the leadership team of Grandcarers SA.

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VOLUNTEERING CONDITIONS

All Grandcarers SA volunteers must observe all lawful directions and abide by the Grandcarers SA Code of Conduct, Volunteer Agreements and Grandcarers SA Policies and Procedures.

VOLUNTEERING TIME COMMITMENT

Days required – As agreed (the office is open Monday to Thursday each week)

Times – As agreed (between 9:30am and 4:00pm)

Preferred Minimum time: 10 hours per week.

REPORTING RELATIONSHIPS

This role is supervised by the Grandcarers SA Operations Coordinator

WORKING RELATIONSHIPS

The Volunteer may connect with the Grandcarers SA team, clients, stakeholders, agencies and suppliers.

PUBLIC OR MEDIA COMMENTS

Unless approved by the CEO of Grandcarers SA, volunteers are not permitted to:

1. make public, media, or social media comments on behalf of Grandcarers SA
2. speak with funding bodies and government departments on any financial, legal and policy matters pertaining to the organisation.

SPECIAL CONDITIONS

1. All Grandcarers SA volunteer and employee positions are required to have a current DHS Working With Children Check (WWCC). During any period where a volunteer is not subject of a current WWCC, the volunteer may be removed from appropriate tasks until a current WWCC is obtained.
2. Where training is deemed as Mandatory by the Chief Executive Officer, a volunteer may be removed from appropriate tasks until the required training is completed.
3. Where the incumbent identifies a conflict of interest with another paid or unpaid role held by them, the Chief Executive Officer of Grandcarers SA must be advised as soon as reasonably practicable.

EDUCATION/QUALIFICATIONS

Essential:

DHS Working with Children Check (where necessary we will assist with the application process)

Desirable but not essential:

Administration and/or Customer Service qualifications

SKILLS AND ABILITIES

Essential:

Good communication, customer service and organisational skills.

Competent use of email and other forms of electronic communication

Previous experience in the use of an online database

Ability to be non-judgemental, and to relate & work with people from a diverse range of backgrounds.

Ability and willingness to work as an individual and as part of a team

Ability to follow policies and procedures and be committed to maintaining confidentiality of records

Willingness to participate in professional development and training as required.

Desirable but not essential:

Substantial experience in the development and management of Excel documents and online databases

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VALUES

All Grandcarers SA team members are expected to model, encourage and demonstrate behaviours consistent with our values.

Our values are:

- Empathy
- Respect
- Commitment
- Collaboration
- Empowerment
- Honesty

Our Diversity and Inclusion Values are:

- Diversity
- Equity
- Inclusion
- Cultural Competence
- Non-discrimination

A description of these values is included in the Values Statements document provided at Induction and on the Grandcarers SA website at: <https://grandcarers.au/about/#values>

ACCEPTED	
Volunteer Name:	
Signature:	
Operations Coordinator	
Signature:	
Date:	