Role Description:

Reception and Administration Volunteer

POSITION TITLE:	Reception and Administration Volunteer		
LOCATION:	30 Pitt St, Adelaide, South Australia		
STATUS OF APPOINTMENT:	Volunteer	**ACTIVITY DAYS:**	Weekdays, Monday to Thursday as agreed
DATE	1 July 2022		
REVIEW	30 June 2024		

PURPOSE

This volunteer role is to provide reception and administration support to the Grandcarers SA team by providing a public facing reception role (answering the telephone, email and personal enquires about Grandcarers SA and providing a first point of contact on behalf of Grandcarers SA.

This role also provides administration support as required support the activities, processes and policies of the Grandcarers SA team and to promote Grandcarers SA as an agency that provides essential services for grandparent and kinship carers.

KEY ACTIVITY AREAS

Key Performance Area	Tasks
Customer Focus	• Provide a professional, welcoming and friendly service that fosters good relationships with all contacts of Grandcarers SA. • Welcome and manage visitors to Grandcarers SA offices • Receive and manage external phone calls and emails and refer to appropriate staff when required
Office Administration	• Support general office administrative tasks • Support event administration tasks • Assist callers with the completion of forms • Update client details in the Grandcarers SA database
Database management	Assist with the provision of statistical reports
Work Health & Safety (WHS)	Ensure a safe and healthy working environment is provided through observation of Grandcarers SA WHS requirements.
Communication	Assist with stakeholder and business communications Assist with client surveys and information circulars/calls.

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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.

Public or Media Comment – Grandcarers SA volunteers are not permitted to make public, media, or social media comments on behalf of the organisation, unless authorised to do so by the Chief Executive Officer. Grandcarers SA volunteers must not speak with funding bodies and government departments on any financial, legal and policy matters pertaining to the organisation, unless authorised to do so by the Chief Executive Officer.

All 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.

Reception and Administration Volunteers must be eligible to volunteer in Australia.

A trial period of 3 months may be required and annual reviews will occur.

Willingness to participate in professional development and training as required. 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.

SPECIAL CONDITIONS

Duties will normally be performed in the Grandcarers SA office during office hours between 9.30am – 4.00pm Monday to Thursday (as agreed).

Where the incumbent identifies a conflict of interest with another paid or unpaid role held by them, the Executive Officer of Grandcarers SA must be advised as soon as reasonably practicable.

VOLUNTEERING TIME COMMITTMENT

Days required – 2 days per week
Times – 9.30 a.m. – 4.00 pm.
Minimum time per week – 12 hours per week

REPORTING RELATIONSHIPS

This role works within the guidelines and under the supervision of (immediate supervisor)

WORKING RELATIONSHIPS

The Volunteer will be expected to work with management, finance and advocate staff.

EDUCATION/QUALIFICATIONS

Essential:

Nil specified

Desirable:

Certificate in Administration/Office Procedures and/or Information Systems
Current driver's licence

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SKILLS AND EXPERIENCE (Knowledge of and experience of)

Essential:

Good communication, interpersonal and organisational skills.
Ability to build rapport with local community members, Centre users and stakeholders
Ability to be non-judgemental and relate to people from a diverse range of backgrounds.
Ability to use Microsoft Office suite
Ability and willingness to work as part of a team
Ability to work and communicate with people from diverse backgrounds
Ability to follow policies and procedures and committed to maintaining confidentiality of records

Desirable:

Experience as an Administration Officer
Experience in the use of databases or willingness to learn
Experience as a volunteer
Experience of not-for-profit organisations
Ability to prepare agendas and take minutes

VALUES

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

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