Role Description: Service Support Volunteer

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

PURPOSE

The Service Support Volunteer provides a point of contact for clients and callers at/to the Grandcarers SA Office, and provides administration and client supports.

The volunteer will answer Grandcarers SA related enquiries and provide information to clients regarding Grandcarers SA services and/or those of other agencies that may assist them.

Some administration tasks are required to support our activities, processes and policies, and to promote Grandcarers SA as an agency that provides essential services for clients.

KEY ACTIVITY AREAS

Key Activity Area	Tasks
Customer Focus	• Provide a professional, welcoming and friendly service that fosters good relationships with all contacts of Grandcarers SA • Receive and manage phone calls and emails, provide client support and refer to other appropriate staff when required • Respond to client enquiries, identify needs and establish opportunities for support from Grandcarers SA or external providers.
Administration	• Completion of Grandcarers SA forms and processes • Utilise and update the Grandcarers SA Client Database • Provide accurate records of client engagement.
New Client Intake	Support the introduction and registration of new clients, identifying key issues
Knowledge development	Establish new networks, opportunities and resources that can be used to support clients. Participate in team meetings/updates and training opportunities
WHS	Ensure a safe and healthy working environment is provided through observation of Grandcarers SA WHS requirements.
Communication	Assist with liaising with internal and external stakeholders for input and consultation.

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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.

This role requires a current approved 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.

All Grandcarers SA 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

Volunteering activities will normally be performed 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 Chief Executive Officer of Grandcarers SA must be advised as soon as reasonably practicable.

VOLUNTEERING TIME COMMITMENT (By arrangement and agreement)

The Grandcarers SA Helpline and office is open from 9.30am to 4.00pm, Monday to Thursday.
All volunteering periods will be arranged by agreement.
Maximum time per week – 20 hours per week

REPORTING RELATIONSHIPS

This role volunteers under the supervision of the Grandcarers SA Operations Coordinator

WORKING RELATIONSHIPS

The Volunteer may be expected to work with Grandcarers SA staff, local stakeholders, agencies and suppliers.

EDUCATION/QUALIFICATIONS

Essential:

Nil specified

Desirable:

- Qualification(s) in Advocacy/Community Services or a related field
- Current Driver's Licence

SKILLS AND EXPERIENCE (Knowledge of and experience of)

Essential:

- Good communication, interpersonal and organisational skills.
- Ability to build rapport and to work with Grandcarers SA clients, other agency staff and stakeholders
- Committed to maintaining confidentiality of records and follow policies/procedures
- Ability to be non-judgemental and relate to people from a diverse range of backgrounds.
- Competent use of Microsoft Office suite and databases to document information and statistics accurately
- Ability and willingness to work as part of a team

Desirable:

- Experience in a similar role
- An understanding of volunteer requirements
- Experience of not-for-profit organisations
- Ability to research relevant information and identify referral points
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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
- Diversity
- Equity
- Inclusion
- Cultural Competence
- Non-discrimination

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