

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 Grandparents For Grandchildren team by providing a public facing reception role (answering the telephone, email and personal enquires about GFGSA) and providing a first point of contact on behalf of GFGSA. This role also provides administration support as required support the activities, processes and policies of the GFGSA team and to promote Grandparents for Grandchildren as an agency that provides essential services for grandparent and kinship carers. The volunteer may be actively involved in assisting with the review and of continuous improvement strategies.

KEY ACTIVITY AREAS

Key Performance Area	Tasks
Customer Focus	<ul style="list-style-type: none"> Provide a professional, welcoming and friendly service that fosters good relationships with all contacts of GFGSA. Welcome and manage visitors to GFGSA offices Receive and manage external phone calls and emails and refer to appropriate staff when required
Update client records	Update client data information in the GFGSA electronic database
Office Administration	<ul style="list-style-type: none"> File electronic data using standardized filing format Prepare agendas and taking minutes at meetings Completion of forms Assist with development and review of policies and procedures
Database management	Utilise and update the GFGSA Database Provide statistical reports
Social Media	Utilise Social Media to circulate information and advertise events
WH&S	Ensure a safe and healthy working environment is provided through observation of GFGSA WH&S requirements.
Communication	Assist with liaising with internal and external stakeholders for input and consultation.

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Grandparents
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VOLOUNTEERING CONDITIONS

All GFGSA volunteers must observe all lawful intentions and instructions and abide by GFGSA Policies and Procedures.

Public or Media Comment – GFGSA 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. GFGSA 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 GFGSA 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 GFGSA must be advised as soon as reasonably practicable.

VOLUNTEERING TIME COMMITMENT

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.
- Competent use of Microsoft Office suite and an ability to use social media platforms
- Ability to prepare agendas and take minutes
- 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

VALUES

Grandparents For Grandchildren SA staff are expected to model, encourage and demonstrate behaviours consistent with our values. Our values are:

- Integrity and honesty.
- Respect and courtesy.
- Authenticity and accountability.
- Diversity and equality.

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