

## Position Description – Volunteer Administration Assistant

<b>Position:</b>	Volunteer Administration Assistant	<b>Reports To:</b>	Manager Inner City and WestCare
<b>Program:</b>	Inner City Services	<b>Location:</b>	Baptist Care SA Inner city 11-19 Millers Court, Adelaide

### Purpose:

The Volunteer Administration Assistant provides customer service and administration support for the Inner City Services team who assist clients to participate in sustainable community activities and reduce their risk of social isolation. The Volunteer Administration Assistant may be required to complete receptionist duties and hence may come into direct contact with clients whom have mental or physical health issues, intellectual or sensory disabilities, or a disability due to ageing.

### Responsibilities and Accountabilities

<p><b>1. Reception duties</b></p> <ul style="list-style-type: none"> <li>Answer telephone and face-to-face inquiries in a timely and professional manner.</li> </ul>
<p><b>2. Update databases and filing</b></p> <ul style="list-style-type: none"> <li>Help other staff to maintain and update DEX and Baptist Care SA databases.</li> <li>Help create, maintain and archive files as requested.</li> </ul>
<p><b>3. Work effectively in a team environment</b></p> <ul style="list-style-type: none"> <li>Work in genuine collaboration with team members to ensure the application of consistent support and services to the clients.</li> <li>Complete other tasks as requested by the Manager Inner City and WestCare or delegated representative.</li> </ul>
<p><b>4. Quality improvement</b></p> <ul style="list-style-type: none"> <li>Provide suggestions for improving the program to the Manager Inner City and WestCare for consideration.</li> </ul>
<p><b>5. Act in accordance with the Volunteer Agreement</b></p> <ul style="list-style-type: none"> <li>Read, understand and act in accordance with the Volunteer Agreement, Baptist Care SA Code of Conduct and Position Description.</li> </ul>
<p><b>6. Work Health and Safety (WHS)</b></p> <p>According to WHS Act 2012, a volunteer must:</p> <ul style="list-style-type: none"> <li>Take reasonable care for his/her own health and safety.</li> <li>Take reasonable care that his/her acts or omissions do not adversely affect the health and safety of other persons</li> <li>Comply so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act</li> </ul>

- Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers
- Report any injury, hazard or illness immediately, where practical to the Manager/ Supervisor
- 

#### **7. Know and apply Baptist Care policies and procedures**

- Demonstrate alignment to the Baptist Care SA mission and values.
- Model and foster behaviours aligned with Baptist Care SA's Code of Conduct.

### **Qualifications, Experience, Competencies:**

#### **Qualifications:**

- Certificate 3 in Office Administration or equivalent experience.

#### **Experience:**

- Ability to use Windows, Microsoft Office applications and email
- Experience in use of databases and reporting systems.
- High level written and oral communication skills

#### **Competencies:**

Ability to:

- Arrive punctually and be reliable.
- Behave in a respectful and courteous manner at all times.
- Learn and follow instructions.
- Demonstrate empathy with people who have experienced hardship, loss or disconnection from the community.

#### **Other requirements:**

- A valid Working with Children Check or DCSI Child-Related Employment Screening Check
- A valid National Police Check (less than 12 months old).
- A valid certificate for Safe Environments Training for Children and Young People (less than 3 years old).

(Please note that Baptist Care will assist approved applicants to obtain these checks/certificates free of charge).

- Contact details for 3 referees (who are not family members).
- Ability to volunteer for 5-15 hours per week (Monday to Friday) for at least 3 months.
- A valid full South Australia driver license (C-Class) (desirable).

#### **Note:**

- Aboriginal and Torres Strait Islander volunteers are strongly encouraged to apply

### **MONITORING, EVALUATION AND REVIEW**

Status:	Approved	Control:	People & Culture
Approved by:	Coord Vol Program	Version:	1.0
Effective Date:	11/11/2019	Review Date:	
Reference No.			
Cost Centre:			