



ALDINGA COMMUNITY CENTRE

VOLUNTEER RECEPTION POSITION DESCRIPTION

Volunteer Reception

Volunteers play an important role at Aldinga Community Centre through giving their time and skills freely to make a difference in local communities. With over 60 volunteers involved in many different programs, we are committed to providing a rewarding and mutually beneficial volunteering experience. We follow best practice in volunteer management through adopting the Volunteering Australia National Standards.

The Volunteer Position Description is designed to ensure that the aims and objectives of each program are being met, the rights of volunteers and clients are protected, and there is a clear understanding of the activities to be undertaken by the volunteer.

Position Title	Reception and Administration (Front Office)
Section:	Reception
Reports To:	Community Development Officer through Volunteer Coordinator

Program Purpose	To provide customer services to the community and administrative support to staff and volunteers.
Volunteer Hours:	Hours: Dependent upon rostered shifts
Days:	Monday to Friday
Times:	8.45 to 4.00
Purpose:	To meet and greet community members, to answer telephone calls and provide administrative support to the volunteer coordinator other staff and volunteers.

Responsibilities	<ul style="list-style-type: none"> ▪ To meet and greet all community members to the Centre and ensure they sign on and off. ▪ To answer all incoming phone calls and direct appropriately ▪ To answer basic enquiries regarding centre programs and services ▪ To provide mentoring support to new reception volunteers ▪ To ensure all aspect of the reception/administration area are kept clean and tidy at all times. ▪ To set up and pack up rooms for hirers as required. ▪ To ensure all air-conditioners are turned off and doors are locked to areas when use has ceased. ▪ To provide café support and support to hirers. ▪ To open up the Centre on arrival. ▪ To lock up centre when it closes ▪ Administrative tasks as assigned by the Volunteer Coordinator or staff. ▪ Maintain a safe working environment. ▪ Adhere to all Safe Work Procedures. ▪ Provide support to providers of programs in the Centre. ▪ Assist in providing data and statistics to the Board as required. ▪ Support the Coordinator in ensuring compliance with Centre policies and procedures with respect to Equity and Diversity and Work, Health and Safety and Injury Management. ▪ Work within the guidelines of this Position Description and adhere to all
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	<p>policies, procedures and guide lines pertaining to the volunteer role, in particular the Volunteer Management Procedure, Volunteer Work Agreement and the Volunteer Code of Conduct.</p> <ul style="list-style-type: none"> ▪ Willingness to attend regular training and other meetings for volunteers. ▪ Other duties as requested by the Community Development Officer.
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Key Attributes:	<ul style="list-style-type: none"> ▪ To work as a team member ▪ National Police Certificate
<i>Knowledge</i>	<ul style="list-style-type: none"> ▪ Knowledge of customer service principles and practices. ▪ Knowledge of equipment used in the delivery of administrative tasks. ▪ Knowledge of safe lifting/manual handling techniques. ▪ Knowledge of all Centre Policies, Procedures and Safe Work Procedures.
<i>Skills & Abilities</i>	<ul style="list-style-type: none"> ▪ Ability to participate positively in a team environment. ▪ Ability to relate to people from diverse backgrounds. ▪ Ability to work in a team environment.
<i>Experience</i>	Not Required

Qualifications:	Not Required
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Training:	<ul style="list-style-type: none"> ▪ Volunteers will be provided with an induction, induction kit and site orientation visit. ▪ Ongoing training as determined by the Community Development Officer or Volunteer Co-ordinator.
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Benefits:	<ul style="list-style-type: none"> ▪ Opportunity to gain skills and experience through working as a volunteer with Aldinga Community Centre. ▪ Participation in volunteer recognition events. ▪ Training and personal development opportunities. ▪ Personal Accident Insurance coverage for volunteers registered with the Centre. ▪ Personal satisfaction.
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This position description accurately reflects the responsibilities, duties, skill requirements and training needs for the position.

This position description reflecting the responsibilities, duties and skill requirements for the position, has been read, understood and agreed to by volunteer.

Name of Volunteer	
Signature	
Date	

Centre Representative Name	
Signature	
Date	