

VOLUNTEER POSITION DESCRIPTION

Jan Wilson Community Centre Volunteer Receptionist

Objective:

Enhance the operation of the Jan Wilson Centre through the provision of administrative and reception assistance to staff and users of the Community Centre

Tasks/Duties:

Receptionist duties, answering phones, receipting money, maintaining attendance sheets, taking room bookings, basic computer work, filing

Skills and other requirements

- Well Groomed
- Excellent communication skills
- Punctual and Reliable
- Capacity to work as part of a team
- Ability to take directions from staff
- Police check at Council expense
- Working with Children Check
- Maintain client confidentiality
- Adhere to the Occupational Health and Safety practices
- Appreciation of our diverse community

Time commitment:

3 hours once a week between Monday to Friday. Hours 9.00am -12.pm

Location of position:

Jan Wilson Community Centre, 1 Halton Road, Noble Park North

Support and Training:

The first line of support for volunteers is the centre staff followed by the Volunteer Program.

A thorough orientation of the service will be provided by Jan Wilson Centre staff members or an experienced volunteer.

On commencement, new volunteers will be buddied up with an experienced volunteer who will provide on-the-job training with the guidance of the centre staff.

In addition, all volunteers are offered a minimum of four training sessions throughout the year to improve their skills in areas such as, emergency first aid, manual handling and working in a diverse community.

Two volunteer recognition events will be held throughout the year (a) during National Volunteer Week in May and (b) end of year Christmas function.

Other Comments:

A clear police report is essential (Council will cover cost for this check). In addition you will be required to complete a Working with Children Check. The forms will be supplied by the Volunteer Program, however you will need to complete and take to the post office for processing. There is no charge for having this check done.

Council Wide Volunteer Program Contact Details:

If you have any further questions, please contact Trish Roche, Volunteer Engagement Officer, on 8571 5335, or email proche@cgd.vic.gov.au

GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- We **respect** and care about our community, each other and ourselves.
- We act with **integrity** at all times and in all matters.
- We take time to **listen** to and seek to understand the other point of view.
- We strive to understand and respect the **diversity** of our community and our workplace.
- We understand **our role** in the community and **respect** the responsibility that comes with it.



- We **listen** to our community and respond.
- We **work together** with our community and each other, to achieve the best outcome.
- We have the **confidence** to **challenge** the status quo, to reach for better outcomes.
- We are **action-oriented** in identifying and responding to new challenges.



- We are **proud** of our city, our community and our achievements.
- We spend our time and effort on **solutions** rather than looking for someone to blame.
- We take **responsibility** for our actions.



- We **care** about getting the best outcomes.
- We constantly ask: *What's the future and what's possible?*
- We have the **courage** to try new ideas.
- We strive for **excellence** in everything we do.



- We tell the **truth**, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, **evidence based** research.
- We act with humility and apply the **highest standards** of ethical behavior to everything we do.

