



## POSITION DESCRIPTION

<b>Position Title:</b>	Volunteer Program Assistant (Part-time)
<b>Hours:</b>	Mon-Fri 9am-5pm
<b>Reporting to:</b>	Volunteer Manager

## POSITION PURPOSE

The Volunteer Program Assistant supports the Volunteer Manager with administration and onboarding of new volunteers, as well as providing ongoing support and guidance to volunteers on site.

## Organisational Context:



## KEY RESPONSIBILITIES

- Provide accurate and efficient administrative support to the Volunteer Manager, within the specified timeframes. (Major HR element to role).
- Maintain accurate and up to date records ensuring confidentiality of information.
- Be a point of contact for volunteer candidates and existing volunteers, to provide ongoing support and guidance and take on feedback.

## Limits of Authority

- Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.

- Report any incident, injury and/or hazard to the line manager of their work area as soon as reasonably practical.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Ensure reporting requirements and performance targets are achieved according to schedule.

### **Working Hours & Location**

- Part-time Monday to Friday between 9:00am and 5:00pm (3 days preferred)
- Role is based at the Thomastown head office

### **Licences & Qualifications Required:**

- Valid and current Victorian Driver Licence
- Working with Children Check
- Criminal History Check
- NDIS Worker Screening Check

### **Work Experience & Skills Required:**

- Prior experience in a related role
- Proficient with Microsoft Office Suite & Outlook, able to adapt easily to new software e.g. using CRM database, Mailchimp, LMS
- Understanding of the volunteer ethos - preferred
- Experience working with volunteers - preferred

### **Personal Qualities & Behavioural Traits:**

- Attention to detail and commitment to accuracy
- Excellent written & verbal communication skills
- Manages time effectively, is able to prioritise tasks and balance workload
- Able to build rapport and create supportive relationships
- Able to take instruction and seek assistance

### **Health & Safety:**

- Demonstrate an understanding of and commitment to Workplace Health & Safety Policy and Procedures
- Report all hazards, accidents, incidents, injuries, and unsafe work conditions immediately