

**VOLUNTEER POSITION DESCRIPTION**

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| **Title:** | **Volunteer Community Centre Team Leader** |
| **Usual work location:** | Canberra – Gordon Community Centre, Tuggeranong. |
| **Cost Centre:** | 938 |
| **Usual hours of work:** | Tuesdays or Wednesdays, minimum 4 hours between 9.45am – 4.15pm. Other days and hours may be negotiable and position may be shared if required. |
| **Length of Appointment** | 3 month probation period and position reviewed 6 monthly |
| **Position Objective:** | To assist Anglicare and Lanyon Valley Anglican Church staff with the coordination of volunteer activities at Gordon Community Centre |
| **Position Responsibilities:** | * Assist with the recruitment and on-boarding of volunteers for Gordon Community Centre * Coordinate volunteer rosters for various activities including ongoing services and specific events (e.g. Pantry Appeal) * Under the guidance of the Coordinator, develop resources to facilitate best practice volunteer recruitment, orientation, training and ongoing support * Maintain volunteer records and assist with updating information as required * Provide back up support and supervision for volunteers when staff are unavailable * Assist with Anglicare service delivery where volunteers are utilized (e.g. Community Pantry, Pantry Appeal, Community Garden etc.) * Basic administrative duties including photocopying, printing, laminating, data entry and spreadsheets * Assist with special projects under the guidance of the Centre Coordinator * To support and maintain an environment that is open, friendly and non-judgemental towards anyone who attends the Centre * Advise the Coordinator of any matter requiring attention such as clients requiring additional assistance * Maintain high level of safety and report any incidents/ hazards immediately * Uphold the privacy and confidentiality of people who attend the Centre and maintain appropriate boundaries |
| **Key behaviors:** | Communication  Communicates clearly and accurately – listens to and understands the views of others.  Interpersonal  Establishes cooperative and productive relationships by understanding and responding to the needs of others.  Planning and Organising  Establish a course of action and marshals resources to achieve a specific goal  Reliability  Adheres to routine and follows instruction in order to ensure consistency in process and result. |
| **Key skills:** | * Respectful and clear communication skills * Excellent organizational skills * Sound computer and administrative skills * Ability to interact with individuals from various backgrounds including building rapport with other volunteers and vulnerable and at risk members of the community * Able to identify and maintain appropriate boundaries when working with clients and seek assistance when required * Able to prioritise activities or seek clarification when necessary * Able to follow instructions and complete tasks with minimal supervision |
| **Key knowledge areas:** | * Knowledge of administrative programs and processes * Sound general understanding of volunteer-based programs and volunteer management, or the ability and willingness to undertake training |
| **Key experience:** | * Experience working with computers and basic administrative programs * Experience working with people from various backgrounds * A basic understanding of community services is desirable but not essential |
| **Reports to:** | Centre Coordinator |
| **Direct reports:** | N/A |
| **Key Requirements for this position:** | X Statutory Declaration  X National Police Checking Service Form  X Working With Vulnerable People Card  X Anglicare Volunteer Application Form  X SafeSelect™  X Other: Attendance at an Induction and ongoing training |