



## **POSITION TITLE**

Reception and Administration Volunteer

## **POSITION OBJECTIVES**

The volunteer is responsible for providing administrative support and to be the first point of contact for Kath Dickson Centre Clients.

## **SKILLS, KNOWLEDGE AND EXPERIENCE**

- Strong customer service skills
- Strong understanding of administrative tasks
- Effective time management skills
- Effective consultative and interpersonal skills
- Well developed knowledge of inclusion principles
- Willingness to accept supervision and seek direction
- Good keyboard, computer and software package skills

## **SPECIAL CONDITIONS**

- Positive Notice Blue Card
- Police Check

## **KEY RESPONSIBILITIES AND DUTIES:**

All responsibilities and duties must be carried out with regard to and including:

- Reasonable protection of the health, safety, security and well-being of all children and staff/volunteers within the program
- Adherence to relevant policies, procedures and statutory requirements
- Respect for and inclusion of diversity in its many forms
- Respect for and maintenance of confidentiality, including via electronic media / social networking

Volunteer may be responsible for some or all of the tasks below:

- Greeting clients
- Responding to client requests and queries
- Consult with staff as to the needs of the day and expectations
- Support staff with administration duties such as photocopying, filing, data base entries, book binding, etc
- Assisting with fund raising events

#### **ORGANISATIONAL RELATIONSHIPS:**

The volunteer will be directly responsible to:

- The Senior Management
- Any other person nominated by the CEO

#### **EXTENT OF AUTHORITY**

The employee is responsible for the quality of his or her work and for the supervision of other volunteers where required, with routine supervision and feedback from Senior Management