

## **CHILDERS NEIGHBOURHOOD CENTRE POSITION DESCRIPTION – VOLUNTEER ADMINISTRATION ASSISTANT**

### **POSITION OUTLINE**

The focus of this position is to provide administrative support to the Childers Neighbourhood Centre including but not limited to the preparation of correspondence and Reports; answering telephones; managing appointments; responding to enquiries and associated activities of the Childers Community Care Services, along with assisting in the caring role when required. Complete these activities in an efficient and effective manner. Incorporating:

- Isis Community Care
- Isis Child and Family Support
- Childers Meals On Wheels
- Childers Emergency Relief Program

### **POSITION REPORTS TO:**

A volunteer in most cases will be under supervision of employed staff member. Volunteers report to Coordinator/Manager.

### **DUTIES**

- Provide effective and courteous administrative support, reception and general office duties to support Community Care staff including customer enquiries/complaints where necessary.
- Assist or attend to complaints with customers and take appropriate action/s to ensure problems are resolved and the appropriate work area is notified.
- Proof read all correspondence before taking it to Management.
- Liaise with staff to assist in arranging the timely submission of reports.
- Assist with matters relating to Childers Community Care Services operations.
- Record and produce meeting Minutes in an accurate manner, including but not limited to the attendance at meetings with, or for the Neighbourhood Centre Manager and Coordinators as necessary.
- Prepare and issue Service Meeting Notices and Agendas in a timely manner.
- Arrange appointments and meetings for the Neighbourhood Centre Manager and Coordinators.
- Assist with the drafting of advertisements; other documentation.
- Photocopying and sending facsimiles.
- Provide practical support to programs operated by the Childers Neighbourhood Centre/Childers Community Care Services.
- Assist in the program as required for Isis Community Care,
- Assist in providing information and referral services.
- Assist with transport for clients
- Social Support activities eg. listening and conversation
- Assist in reconcile banking and petty cash
- Assist Administer Medical Aid Hire Service
- Other duties as directed.

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## QUALIFICATIONS AND EXPERIENCE

### ***Essential***

- A strong commitment to working within the Community Service area. Frail aged and younger people with disabilities, children and families;
- Ability to work as part of a team;
- 'A' class drivers license and use of own vehicle.

### ***Desirable***

- Previous experience in this field of work.

### Authorisation:

As the occupant of the position, I have noted the statement of duties and responsibilities as detailed in this document.

Name of volunteer: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_