

## Volunteer Opportunity Statement

<b>Position Title:</b>	Volunteer Support Administrator
<b>Hours</b>	One day or one half day per week ( flexible)
<b>Program/Portfolio:</b>	Volunteer Engagement, People and Culture
<b>Location:</b>	7 Ryan Place, Geelong /remote
<b>Reports To:</b>	Volunteer Engagement Partner (Coordinator of Volunteers)

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person.

Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

### Our Values

**CatholicCare expects staff and volunteers to model our Values, which are:**

- Respectfulness
- Inclusivity
- Compassion
- Integrity
- Collaboration

## Volunteer Program Overview

Volunteers are an important part of providing community services that help people address basic needs. The people we support typically have a low or no income. Others need support as a result of an unforeseen or life changing event such as illness, loss of employment, family breakdown or family violence. Many of our clients are newly arrived refugees who struggle with English. Our volunteers provide assistance in the areas of Emergency Relief, No Interest Loan Scheme, Tutoring in English, School Homework programs and in general administration for CatholicCare. We currently have thirteen programs where volunteers are involved, and over 150 registered volunteers.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

<b>Date of Position Description:</b>	September 2022	<b>Position Description Template Version:</b>	September2022
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## Volunteer Position Summary -

The Volunteer Support Administrator is responsible for providing administration support to the Volunteer programs of CatholicCare Victoria and the Volunteer Engagement Partner primarily in data entry and electronic record keeping with the data system, and in corresponding with new volunteers in their induction process.

Duties include:

- Enter all the details onto the data system, treating all information confidentially.
- Ensure all details entered are accurate as per the forms.
- Contact the relevant volunteers to clarify any details, if necessary, before commencing entering data.
- Ensure all forms are uploaded to the files in the Volunteer computer files.
- Consult with Volunteer Engagement Partner with any inconsistencies in the details or if any information is missing.
- Manage and maintain the new electronic client filing system for easier access to volunteer information when the new database is introduced.
- Assisting to organise events for recognition of volunteers, including morning teas, award events and appreciation cards/letter.
- Ensure that police checks and Working with Children checks are up to date.
- Manage paper resources by scanning, filing, collating, copying, shredding and/or distributing as needed.
- Follow privacy, confidentiality and safety protocols at all times.
- Attend to other duties as may be required on occasions by the Volunteer Engagement Partner.
- To follow professional protocols such as providing the Volunteer Engagement Partner with sufficient notice if unable to attend
- Attending regular team meetings as required.

## Requirements

- Basic administrative skills
- Accuracy in data entry
- Good typing skills
- Ability to work with a minimum of supervision and within a team environment
- Some skill with various computer applications (Outlook, Excel and Word)
- Good communication skills, both written and verbal
- Good planning and coordination of work space and workload
- Good time management skills
- Pleasant, helpful, cooperative and professional manner
- Be reliable and willing to learn
- Use of personal computer/laptop and mobile phone if working remotely.

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## Other Requirements

- All volunteers/students are required to undergo a Police Record Check (PRC) and a Working with Children Check (WWCC) prior to commencing any voluntary work with CatholicCare (NOTE: CatholicCare Victoria will facilitate the PRC at no cost to the volunteer and will reimburse the cost of passport photos if required for the WWCC);
- All new volunteers are required to complete CatholicCare Victoria's Child Safe Training;
- All volunteers are required to read and sign a Confidentiality Agreement and Volunteer
- Current driver's licence.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

## Organisational Responsibilities of the Volunteer Position

### Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and

### Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

### Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

### Risk Management, Accreditation and Quality Improvement

Reporting risks, incidents and feedback in a timely and responsible manner.

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Date of Position Description:	April 1 <sup>st</sup> 2022	Position Description Template Version:	February 2022
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## Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria;*
- Information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- Inclusion and diversity.

## Application

All volunteers are required to complete or provide the following application and registration documents:

- Volunteer Expression of Interest and Registration Form;
- Working with Children Card;
- Police Record Check Form, accompanied by 100 points of identification (originals must be sighted).
- Evidence of Vaccination status if working onsite

Applications should be sent to [volunteer@catholiccarevic.org.au](mailto:volunteer@catholiccarevic.org.au).

Please note that CatholicCare Victoria is registered as an organisation where you may use your volunteering hours as part of your Centrelink obligation. This should be discussed with your Centrelink caseworker and is the responsibility of the volunteer to meet any Centrelink requirements.

## Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Supervisor/Manager's Signature:</b>	
<b>Date:</b>	

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