



South Port Day Links is a community-based not-for-profit organisation that is managed by an elected Committee of Management. Working through volunteers and students, we provide a number of services aimed at keeping people in touch with the community and enhancing their quality of life. By utilising the skills of volunteers we link people to information, to other people, to local services, activities, programs and their community.

## **Position Title: Volunteer Reception**

### **Position Objective:**

To ensure the prompt and efficient answering of the telephones, the smooth running of the SPDL office and reception area and to provide general assistance to office, staff and volunteers.

### **Key Responsibilities and Duties:**

- Respond to telephone calls by answering enquiries or seeking an answer as appropriate, by forwarding to a member of staff or other suitable person, and by taking transport bookings and recording messages accurately
- Assist with smooth running of DayLinks by keeping drivers informed of changes to transport lists, cancellations, arrangements and organising appropriate driver for extra pick-ups
- Undertake administrative duties as directed when workload permits
- Greet visitors and volunteers as they arrive, making them feel welcome and assisting them if necessary
- Adhere to all relevant SPDL policies and procedures
- Participate in SPDL training and team activities
- Notify the Coordinator of any matter that limits you in undertaking these duties

### **Organisational Relationships:**

<b>Reports to:</b>	Coordinator SPDL
<b>Supervises:</b>	Trainee reception volunteers
<b>Internal Liaisons:</b>	Other volunteers

	CT Admin staff PetLinks coordinator Clients and their families
<b>External Liaisons:</b>	Staff of other community organisations, businesses and services as directed

## Accountability and Extent of Responsibility/Judgment and Decision Making:

### The Volunteer Receptionist:

- Is accountable to the SPDL Coordinator for the conduct and completion of tasks
- Is responsible to work in a manner that complies with relevant legislation (eg. Privacy/Antidiscrimination/OH&S) and relevant SPDL's policies and procedures
- Is responsible to execute his/her duties and behave in a manner that promotes and maintains the excellent reputation and image of SPDL

## Specialist Skills and Knowledge:

### The Volunteer Receptionist:

- Possess or develop understanding of the needs of people who are frail aged, have a disability or have mobility issues, and those that care for them

## Management Skills:

### The Volunteer Receptionist will have the ability to:

- Ability to establish priorities and use time efficiently
- Ability to set and maintain boundaries

## Interpersonal Skills:

### The Volunteer Receptionist will

- Possess good listening and communication skills
- Possess a caring attitude that demonstrates respect and patience in dealing with others
- Be a trustworthy team member with a strong sense of responsibility and reliability

- Have a commitment to the rights of others to have their personal information treated as strictly confidential

## Qualifications and Experience:

The Volunteer Receptionist will have:

- Experience in and understanding of the special needs of older people and those with a disability including those from CALD communities
- The ability to answer the telephone and take clear, correct, and concise messages
- The ability to negotiate with drivers, staff and clients
- Basic office skills

## Conditions Of Volunteering:

- SPDL adheres to the Model Code of Practice recommended in the *National Standards for Involving Volunteers in Not-For-Profit Organisations* by Volunteering Australia.
- The position as a receptionist is a voluntary one
- An allowance of \$5 per ½ day may be made
- Reception volunteers should expect regular support from the SPDL Inc Coordinator

## Key Selection Criteria:

The Volunteer Receptionist will have:

- Willingness to undertake a criminal records check
- Willingness to take instructions
- Willingness to undertake ongoing training
- Willingness to sign a volunteer work agreement
- Ability to answer telephone in a professional manner and to take messages clearly
- Ability to read schedules, negotiate with drivers and to relate to a wide variety of people