



Position Description – Volunteer

Updated 21/12/2020

POSITION DETAILS

Role Name	<i>Community Support Volunteer</i>
Location	<i>Loganlea Community Centre</i>
Start Date	
Reporting To	<i>Centre Manager</i>
Days/Hours	Monday – Friday <i>9:00am – 2:00pm</i>

ROLE SUMMARY

The Community Support Volunteer is a member of our frontline support team and has the overall aim of creating a welcoming environment for visitors to Loganlea Community Centre.

Helping the community to access information and resources, as well as assisting with Centre Sign In, Group Registration and other ad hoc tasks.

This role acts as a "Face Of" to the general community.

EXPECTATIONS AND VALUES

All Loganlea Community Association staff, paid and unpaid, are responsible for understanding their obligations and responsibilities as set out in LCAI Policies and procedures including the Code of Conduct and other policies relating to the performance of their duties.

All Loganlea Community Association staff, paid and unpaid, are expected to work collaboratively toward the objectives of the association:

1. Enhance social inclusion amongst residents.
2. Seek and obtain resources to fund benevolent activities and programs that improve community sustainability.
3. Encourage service providers to develop and deliver programs of relevance to the local community.
4. Promote and facilitate the development of improved infrastructure, facilities and equipment in support of programs and activities.
5. Network with local, regional and state organisations to develop productive partnerships.
6. Establish and maintain a Gift Fund to receive gifts and deductible contributions to help fund benevolent charitable activities for residents.



The Association undertakes activities by engaging and consulting with the local community to identify projects and activities that are relevant to improving the social, economic, and general wellbeing of the residents.

All Loganlea Community Association staff, paid and unpaid, are expected to work collaboratively toward making the LCAI Vision Statement a reality:
Loganlea Community Association Inc will continue to be supportive and caring by responding to people's needs in a timely and confidential manner, as long as there is a need in the community.

All Loganlea Community Association staff, paid and unpaid, are expected to:

- contribute to the efficient and effective functioning of the team or work unit in order to meet LCAI's objectives. This includes demonstrating appropriate and professional workplace behaviours, helping team members if required and undertaking other key responsibilities or activities as directed by one's supervisor.
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity.
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with all LCAI Policy and Procedures.

In addition, it is a requirement of this position that the incumbent maintain a current Working with Children Check which is satisfactory to LCAI in accordance with the Working with Children (Risk Management and Screening) Act 2000

KEY ROLE RESPONSIBILITIES

The Community Support Volunteer is responsible for:

1. Greet & Usher

Welcome all guests to Loganlea.

Usher all guests to correct location after completing LCAI and QGOV sign in requirements.

Answer incoming phone calls about programs and services.

2. Program Support

Assist groups with weekly attendance registers and other administrative requirements.

Create, update and organise program materials, documents and collateral.

Participate in groups as a facilitator or support mentor to ensure adequate support for residents participating in programs and services.

3. Centre Support

Adhoc cleaning or operational assistance with other centre staff to ensure a safe and welcoming environment for residents participating in programs and services.

KEY POSITION CAPABILITIES

This section outlines the capabilities and experience necessary to enable a position holder to achieve the Key Role Responsibilities.

- *Friendly, warm and outgoing.*
- *Interest in Community Development, Community Support or Case Management*
- *Commitment to responding to people's needs in a timely and confidential manner, Loganlea Community Association's objectives; and ability to understand and work within a high needs community that requires empathy, compassion and support.*
- *Integrity and commitment to ethical practice, equity and diversity; and the ability to apply Equal Opportunity and Occupational Health and Safety principles and practices.*
- *Outstanding written and verbal communication skills.*

BENEFITS OF THIS ROLE

- *Provide real impact to the community.*
- *Interact with the community and assist to improve the mental and physical health and wellbeing of residents.*
- *Make a difference as part of a high performing and passionate team.*

REQUIREMENTS OF THIS ROLE

- Induction training
- Working with Children Blue Card
- Police check
- Medical check
- Any other training required (please describe) Diploma of Community Dev or Youth Work would be advantageous
- Any other special conditions (please describe)

COMPLIANCE

Position requested by: Cally Zammit

Signature:  Date: 01/03/2021

Position Advertised: _____

Position Filled: Y N Incumbent's Name: _____

Start Date: _____ Review Date: _____

