



Position Description – Office Administration/Reception Volunteer

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| Position Title: | Volunteer |
| Date: | April 2017 (V1.1) |
| Hours of Work: | As a Volunteer with Rowville Neighbourhood Learning Centre we would like a commitment of 10 hours per week for 6 months minimum. This will be usually be in 4 and 4.5 hr blocks. |
| Employer: | Rowville Neighbourhood Learning Centre Inc. |
| Location: | 40 Fulham Road, Rowville |
| Reports to: | Manager |
| Approved by: | Manager |

MISSION STATEMENT

Rowville Neighbourhood Learning Centre Inc

The Rowville Neighbourhood Learning Centre is recognised as a thriving focal point in the community. Our team-oriented organisation is dedicated to the provision of high quality, accessible services and educational programs in a welcoming, respectful environment, which encourages participation, sharing, growth and learning.

RNLC Believes in:

Learning opportunities that recognise different learning levels at different times. We believe communities are entitled to learning opportunities that reflect changing/evolving lifestyles and employment opportunities.

About RNLC

The Rowville Neighbourhood Learning Centre Inc. is a not-for-profit organisation which has been a focal point for community involvement, social networking & lifelong learning opportunities since 1995.

The Neighbourhood Learning Centre runs a variety of programs and is dedicated to the provision of high quality, financially accessible services and educational programs in a welcoming and respectful environment, which encourages participation, sharing, growth & learning.

People have the opportunity to further their education, gain/improve their life skills, enjoy activities of interest or try something completely new, in a relaxed informal atmosphere. Strong social networks have been formed through these avenues of participation, within the House and beyond.

We also offer a wide range of Programs and activities for children.

During the school holidays our Accredited Vacation Care Program offers a range of fun-filled activities for children aged 5 to 13 years to take part in which are designed to keep children happy, active and entertained.

1. Position Summary

This position is based at the Rowville Neighbourhood Learning Centre in Rowville. As a volunteer you will be working in the office conducting a range of administrative tasks as provided by various staff that work within the centre. This position will help ensure the smooth running of the office and student area by performing administrative tasks and acting as a first point of call at reception. The person applying for the position ideally needs to have basic computer skills with the ability to use windows and basic understanding of programs such as Word, PowerPoint or Publisher. A friendly personality with good communication skills are important and the ability to relate to people from all walks of life and work within a team environment. In return you will gain experience in a friendly and supportive team environment where it will give you an opportunity to improve self – esteem and confidence and a chance to meet some fantastic people.

2. Volunteer Duties

Duties may vary depending upon volunteer's skills and abilities but may include:

- Answering the telephone
- Taking enrolments and receipting payments which includes handling cash and EFTPOS transactions
- Greeting and assisting Learning Centre users
- Provide administrative assistance to RNLC office team
- Working with incoming and outgoing communication including mail and email
- Maintaining Learning centre area and ensuring it is tidy including promotional material is current, kitchen is clean and stocktaking of tea and coffee supplies
- Other duties may be asked of volunteers depending on skill level and previous experience

3. Volunteer Responsibilities/ Expectations.

- To be reliable and on time
- To dress appropriately. Neat casual clothing suitable to an office environment. (No tracksuit pants, runners or jeans).
- If you are unwell notify the Manager via email at least 2 hours prior to the start of your shift.
- To notify RNLC if you are running late for your shift
- To be willing to undertake training for any job in order to perform effectively.
- Learn about how Neighbourhood Learning Centre operates
- To use initiative and common sense in decision making.
- To remember that all personal information learnt whilst on or off the job is strictly confidential.
- To state your limitations. If subject to medical issues do not over commit your time.

- To treat all staff and patrons you are working/dealing with respect and courtesy
- Not to be judgmental
- If a need arises address any areas of conflict with the appropriate staff member
- To act in accordance with the statement of purpose attached
- To follow and act according to RNLC policies and procedures
- To give RNLC 2 weeks or more if possible, notice of leave required ie: Annual, Carers

4. Volunteer Rights

- To job satisfaction: to be assigned a job that is worthwhile and challenging.
- To have the respect and support of the Coordinator and Staff and other co-workers.
- To share responsibility as a team member.
- To receive a clear job description.
- To receive training, initial and on-going supervision.
- To be given protection - insurance and personal safety. Please sign-in and out of the Volunteers Register Folder and wear the name tag provided.
- To be trusted with confidential information that will help you carry out your work more effectively.
- To receive all information relevant to the job that will help you perform your duties more confidently and competently.
- To be consulted on matters which directly or indirectly affect you and your work
- To say no, however in what context. Perhaps a reason given would be helpful.
- To carry out your role without being exploited.
- To a suitable assignment with consideration for personal preference, life experience, temperament and employment background

5. Possible Opportunities

- Develop marketing materials and manage display areas
- Opportunity to develop understanding on the centres Database entry system

By being a volunteer you understand this is not a paid position.