

VOLUNTEER ADMINISTRATION SUPPORT - POSITION DESCRIPTION

Volunteer Position Title:	Front desk support volunteer	Location:	Prahran Place. 40 Grattan Street Prahran VIC 3181
Reports to:	Office Coordinator		

VOLUNTEER ADMINISTRATION SUPPORT - POSITION PURPOSE

A. Purpose Statement

Prahran Place is a Neighbourhood House that provides opportunities for people living in and around Stonnington. We run pre-accredited classes that are a pathway to further study or employment, NDIS friendly activities, My Aged Care group activities for older people, social activities, wellbeing and general interest activities and occasional child care for children aged 6 weeks to 5 years.

Volunteers are valued to our organisation for the generosity of their work in assisting our staff as well as sharing their skills and perspective to improve our services.

B. Duties may include-

- Answer the phone and take and record messages as needed.
- Respond to visitors to the Centre and help them with their enquiries and requests in a way that gives people dignity and respect.
- Help ensure tutor folders are organised and up to date. Assist tutors in preparing teaching materials for their classes.
- Assist with data entry of various details that may be related to class or childcare enrolments, or recording of activities or hours for reporting purposes.
- Adherence with policies and procedures current at Prahran Place. These policies and procedures are in place to ensure a safe and enjoyable environment for staff, students and volunteers
- Assess stock and make purchases as directed.
- Help set up classrooms and spaces for activities and pack down.
- Help ensure shared amenities such as the kitchen are kept clean and tidy.
- Ad hoc duties as required

C. Key Selection Criteria

- Very good written and communication skills
- Ability to actively listen
- Ability to show initiative and a positive outlook
- Confident online skills in Microsoft Word, Excel and Outlook as a minimum. Familiarity with desktop publishing (such as Canva) would be an advantage.
- Ability to remain calm and to prioritise tasks
- Must be 19 years of age or older
- A commitment of 3 hours per week is required.

Benefits:

- The opportunity to directly help and support learners and people attending Prahran Place
- The opportunity to build your resume by gaining job related skills and experience
- The opportunity to learn more about community development, adult education, and the Neighbourhood House sector
- Meet new people and feel more connected to your community
- Be part of a supportive and positive volunteering environment.