



Volunteer Position Description

Volunteer role title: Reception Volunteer

Last updated: April 2022

Role Summary

The Reception Volunteer is the warm and friendly first point of contact to Rosewall Community Centre's visitors. The Reception Volunteer is responsive to phone and in-person enquiries, ensuring people have a positive experience with the Centre and get the right information they need. The role also assists with administration tasks, such as processing enrolments and payments.

Time Commitment

Full-day availability on a Friday (9am to 3pm) is required. Additional hours during the week are flexible and set by mutual agreement.

Key Responsibilities

- Welcome and direct visitors and contractors as required
- Answer general phone and walk-in enquiries
- Provide referrals or information about further services and programs of interest or benefit to participants
- General office duties including: photocopying, filing, scanning, printing, mail outs and archiving
- Assist with venue and facility management: room set up and pack down, key management, maintaining noticeboards
- Process activity bookings and payments
- Attend and complete relevant inductions and learning development training
- Work within OH&S requirements of Rosewall Community Centre including reporting all incidents/injuries/near misses to a member of staff.

Skills Required

- Excellent interpersonal skills with the ability to engage positively, respectfully and courteously with a diverse range of community members, staff, fellow volunteers, and other stakeholders.
- Ability to complete basic computer tasks such as scanning, completing forms, writing emails, processing EFTPOS transactions, updating website information, and more. Training and ongoing support is provided for all computer systems used.
- A flexible, proactive attitude with a willingness to learn new things.
- Attention to detail with an ability to show concern for all aspects of the role.
- Ability to follow direction, and to proactively report hazards, risks or feedback to Centre staff.

Physical Requirements

- Limited physical activity is required to undertake this role. Some bending and lifting of furniture (less than 10kg) for classroom set-up and pack-down is required.

General Requirements

- Be 18 years of age or older
- Satisfactory National Police Check (must be renewed every 3 years or upon request)
- Working with Children (Volunteer) check
- Attend Induction training
- Attend program specific training and meetings as required.

Code of Conduct

The Code of Conduct outlines the minimum standards of behaviour and conduct which volunteers must comply with when carrying out their duties in association with Rosewall Community Centre. The Code is supplied on induction to all volunteers.

Child Safety and Working with Children Check

Rosewall Community Centre is a Child Safe Organisation. We recognise the safety of all children including Aboriginal children, culturally and/or linguistically diverse children and children with a disability. The Centre requires volunteers working in child related positions or who have contact with children as part of their role to hold a current Working with Children Check Card, update their card with the Department of Justice with Council as their place of volunteering, and to provide proof of this. Any changes to the status of a volunteers' Working with Children Check must be advised to the Centre Manager immediately.

Criminal Record Check

A National Police Check must be undertaken prior to commencement for all volunteers. An unsatisfactory assessment may result in the volunteer not being recruited and we encourage volunteers to be proactive in discussing any criminal record. A volunteer who refuses to complete the appropriate forms will not be accepted.

About Rosewall Community Centre

Rosewall Neighbourhood Centre (trading as Rosewall Community Centre) is a not-for-profit community-based neighbourhood centre that has operated at 36 Sharland Rd, Corio since July 1980. The Centre's mission is to strengthen the Corio community by providing education, creative, and wellbeing programs and services. Rosewall Neighbourhood Centre became an incorporated association in 1989 and has since been managed by a Committee of Management from the Community and User Groups of the Centre.

As well as the Sharland Rd site, Rosewall Neighbourhood Centre is responsible for the management of the Hendy St Hall. Rosewall Neighbourhood Centre is a registered Learn Local, which means we are funded by the Department of Education through the Adult and Community Further Education (ACFE) Board to deliver education programmes that pathway onto further education or employment. Rosewall Neighbourhood Centre has 4 ongoing part time staff, approximately 9 contract and casual staff and approximately 15 volunteers.