



Position Description

Position Title	Administration Officer (Volunteers)
Program and/or Team	Volunteer & Community Connections
Reports to	Community Connections Lead
Direct Reports	Nil
Primary Location	2A Gardeners Road, East Bentleigh Staff may be required to work at any Connect Health & Community or partner site.
Enterprise Agreement	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2017.
Classification Grade and Salary	SACS level 2
Status, FTE and Hours	Fixed term to 30 June 2024 Part time 0.71 FTE
About Connect Health & Community	<p>Connect Health & Community is a not-for-profit community health service, helping residents in the southeast, Bayside and Glen Eira areas.</p> <p>We are the largest provider of problem gambling services in Victoria and have been providing health and social services to the local community for more than 40 years.</p> <p>Connect Health & Community offers programs and services across the southeast of Melbourne with locations in Bentleigh East, Cheltenham and Sandringham.</p>

<p>Role Objective</p>	<p>Reporting to the Community Connections Lead, this role:</p> <ul style="list-style-type: none"> • contributes to the day-to-day operations of the Volunteer & Community Connections team which includes onboarding and matching volunteers to opportunities that suit their skills and interests and ensuring they understand their responsibilities and receive the proper training • maintains volunteer records and volunteer schedules • works closely with staff to identify volunteer requirements and opportunities and action requests for volunteers in a timely manner, ensuring optimum numbers of appropriate volunteers are engaged • contributes to the implementation of the Volunteer Strategy and Action Plan in accordance with funding guidelines and organisational policies and procedures • ensure accurate data, information and statistics are collected and maintained, including maintaining the volunteer and client database and hardcopy files • actively participates in initiatives to maintain, build upon and promote a positive and collaborative workplace • comply with Connect Health’s policies and procedures and relevant government legislation and standards where relevant.
<p>Position Specific Responsibilities</p>	<p>The Administration Officer (Volunteers) role:</p> <ul style="list-style-type: none"> • actively participates in team activities including meetings, workshops, supervision and team building • ensures data entry and records are accurate and up to date • acts in a professional manner consistent with Connect Health Values and adhere to all policies and procedures • contributes to newsletters, website, social media and publications as required • raises any concerns, issues or difficulties as they arise with regard to staff and volunteers • in collaboration with relevant program staff, reviews and evaluates the effectiveness and efficiency of the program/services, identify opportunities for improvement and implement agreed actions to ensure the program continues to meet needs • in consultation with relevant program staff ensures volunteers have a clearly defined role and role description upon commencement and a clear understanding of their role • participates in and prepare for the implementation of Connect Health’s volunteer recognition and reward processes and external opportunities for volunteer recognition • supports volunteers through regular contact and providing pathways for the resolution of identified issues • monitors the performance of volunteers to ensure duties are performed in a safe and professional manner

<p>Responsibilities of all employees</p>	<p>Promote activities and programs in accordance with Connect Health & Community Strategy, Vision and Purpose.</p> <p>Model Connect Health & Community Values in the workplace.</p> <p>Adhere to the Connect Health & Community Code of Conduct, Child Safe Code of Conduct and NDIS Code of Conduct (where relevant).</p> <p>Comply with funding and legislative requirements relevant to the position, including policies, procedures and systems of Connect Health & Community and other external stakeholders.</p> <p>Promote awareness that Connect Health & Community encourages consumer, carer and community participation.</p> <p>Participate in meetings, training and development, quality improvement processes and workplace health and safety requirements.</p> <p>Undertake other duties as directed.</p>
<p>Key Selection Criteria Mandatory</p>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Relevant tertiary qualification in administration, volunteer or community services or related discipline or relevant experience. <p>Key Skills, Competencies and Personal Attributes</p> <ul style="list-style-type: none"> • Proven ability to effectively engage and collaborate with a volunteer workforce in a manner that recognises their contributions • Strong interpersonal skills with the ability to form effective working relationships with a range of internal and external stakeholders • Sound time management, planning, and organisational skills to meet the demands of the busy position • Strong verbal and written communication skills • Proven ability to work both independently and collaboratively as a productive team member with excellent organisational skills • Demonstrated understanding of continuous improvement, client safety and risk management principles • Working knowledge of databases and proficient in using a range of Microsoft Office packages. <p>Current and valid Victorian Driver’s License</p>
<p>Desirable</p>	<p>Previous experience in administration of multidisciplinary health environment.</p>

<p>Compliance</p>	<p>A Valid Working with Children Check and Police Check are mandatory.</p> <p>Employees working in a NDIS Risk Assessed Role are required to provide a NDIS Worker Screening Check Clearance.</p> <p>Employees must maintain and keep up to date all mandatory compliance requirements (Working with Children Check, Police Check, Professional Registration and NDIS Worker Screening Check (if relevant)), related to their position at their own cost.</p>
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	Under the <i>COVID-19 Mandatory Vaccination (Specified Facilities) Directions</i> , Connect Health are required to collect, record, and hold vaccination information about all employees and are not able to permit an employee who is not fully vaccinated to work onsite unless an approved Medical Exemption applies. Employees must be able to comply with this requirement.
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This position description may be modified from time to time to reflect organisational changes.

Employee Declaration:	I have read, understand, and agree to work in accordance with this Position Description.
Employee Name:	
Employee Signature:	
Date:	