

## **VOLUNTEER POSITION DESCRIPTION**

*Make a difference and support your community*

<b>Position name:</b>	Front Desk Volunteer
<b>Location:</b>	161 Chapel St, St Kilda
<b>Hours per week:</b>	4 - 5 hours (or as agreed) - agreed hours in specified time slot between Mondays and Fridays Minimum 12 month commitment
<b>Accountability:</b>	Manager - Service Delivery and Operations

### **ORGANISATION OVERVIEW**

The Port Phillip Community Group (PPCG) is a not for profit organisation governed by a community-based Board of Directors. PPCG provides services to individuals and families from a wide range of backgrounds and with a diverse set of needs. People using our services may be managing multiple and complex issues such as mental and physical health needs, housing insecurity, family violence, chronically low income, drug and alcohol dependency, and unemployment.

Our service model incorporates a client-centred, open door policy combined with collaboration and partnerships that build on feedback from key stakeholders and the community. Our work includes:

- Information, referral and support including emergency relief and material aid
- Financial counselling, tax help, and no interest loans
- Community engagement and inclusion through social, recreational and well-being groups
- Education and skills development along with pathways to employment
- Advocacy to reduce inequity, social exclusion and poverty.

### **CURRENT VOLUNTEER OPPORTUNITY**

The **Front Desk Concierge Volunteer** role works closely with the Service Access and Administration Support team and plays an important part in welcoming and supporting members of the community, from individuals and groups to service providers and key partners. It also supports with administrative duties to help ensure smooth operations and accurate record-keeping.

### **KEY RESPONSIBILITIES & EXPECTATIONS OF YOU IN THE ROLE**

- Booking appointments for PPCG services
- Answer phone calls and enquiries
- Receiving and directing clients and visitors to the relevant department
- Supporting with administrative tasks as required
- Entering information into PPCG's Service Record System (SRS)

## ESSENTIAL SELECTION CRITERIA

1. Good people skills and ability to engage with people from diverse backgrounds
2. Strong administration skills and attention to detail
3. A willingness to share skills and knowledge
4. A commitment to social justice and equity.

## ADDITIONAL NOTES TO POTENTIAL VOLUNTEERS

- In line with all PPCG staff and volunteers appointment is subject to a satisfactory Police Check and Working with Children Check.
- Pre-existing injury: for all PPCG staff and volunteers it is a condition of working with PPCG that full disclosure is made of pre-existing injuries or other health issues that may impact their role.
- It is expected that all volunteers will participate in training and skills development in line with all PPCG staff, as well as participate in ongoing support and supervision.
- PPCG invests a lot of time and resources into training and supporting volunteers, so we ask that volunteers can commit at least 12 months in the role. PPCG management will only be able to provide references for volunteers that are in the role for at least 12 months.

## TO APPLY

Please complete and email the *volunteer expression of interest* form to [info-support@ppcg.org.au](mailto:info-support@ppcg.org.au). This form is available for download from our website.

For information about our services please visit our website: [www.ppcg.org.au](http://www.ppcg.org.au)

