

VOLUNTEER POSITION DESCRIPTION

Make a difference and support your community

Position name:	Front Desk Support Volunteer
Location:	161 Chapel St, St Kilda
Hours per week:	4 - 5 hours, or other hours as agreed within specified time slot/s (Monday to Friday between 9.30am and 4.30pm)
Accountability:	Manager Community Engagement and Inclusion

ORGANISATION OVERVIEW

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.

PPCG provides centre-based and outreach programs and services that include:

- 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 wellbeing groups
- Education and skills development along with pathways to employment
- Advocacy to reduce inequity, social exclusion, and poverty.

CURRENT VOLUNTEER OPPORTUNITY

The **Front Desk Support 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. The role also supports with administrative duties to help ensure smooth operations and accurate record-keeping.

KEY RESPONSIBILITIES & EXPECTATIONS OF YOU IN THE ROLE

- Answer phone calls and enquiries
- Booking appointments for PPCG services
- Receiving and directing clients and visitors to the relevant Support Worker or 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. Ability to interact with individuals with complex needs and issues in a non-judgemental way
3. Understanding of confidentiality requirements regarding sensitive personal information
4. Strong administration skills, attention to detail and ability to multi-task
5. A willingness to share skills and knowledge
6. A commitment to social justice and equity.

ADDITIONAL NOTES TO POTENTIAL VOLUNTEERS

- In line with all PPCG staff and volunteer 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.

TO FIND OUT MORE

Please contact us for further information or a confidential discussion at info-support@ppcg.org.au or via phone on 03 8598 6600.

For more information about our services please visit our website: www.ppcg.org.au