**Role:** Admin Volunteer - Community Centre

**Reports to:** Team Leader Neighbourhood Hubs, Social Development

**Purpose:**The *Community Centre Support Volunteer* will support the functions of the Centre by utilising their administration/ customer service/ hospitality/ group facilitation expertise and experience. The changing demands of the Centre will require you to multi-task and demonstrate a willingness to assist staff and customers as priorities arise.

You are expected to commit approximately 4 hours per week, between the hours of 9am – 5pm.

**Department/Unit overview:** The Neighbourhood Hub team is responsible for place-based community engagement across specific neighbourhoods. Each Neighbourhood Hub incorporates one or more Community Centres, which in turn, are home to a wide range of educational, wellbeing, social and cultural programs for every life-stage.

These Centres are currently staffed 9am-5pm by paid Administration Officers. Their tasks include; answering customer queries about local activities, processing room hire bookings, directing people to other services and suggesting referrals, conducting site inductions for new hirers, and many other one-off projects. A Team Leader is based at some sites and oversees the planning of program activities, organisational partnerships, events, and customer services.

By joining the Neighbourhood Hub Team as a *Community Centre Support Volunteer* you will be taking-up a valued role, and will be welcomed and supported accordingly. Activities may include providing assistance with centre-based activities in a variety of community centres throughout Wyndham.

**Wyndham City:**

**Vision** – Diverse People, One Community, Our Future

**Mission** – We strive to serve the best interests of the Wyndham community by providing quality services; managing growth; and supporting residents to lead healthy, safe, vibrant and productive lives, while protecting our local environment.

**Values** – Integrity, Community Focus, Respect, Commitment, Leadership and Teamwork

**Key Responsibilities and Duties:**

* To undertake the following tasks, but not limited to assist with general office administration duties such as photocopying, database entry and maintenance, maintaining noticeboards and filing.
* Activities may include facilitating or supporting programs and events
* Set-up and pack–away room furniture and equipment for programs and activities and events.
* Welcome community members and recommend relevant programs and services and events
* Distribute promotional material
* As a volunteer of Wyndham City, volunteers are required to observe all Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations, policies and procedures.
* To have read and understood the information included in the ‘Volunteer Handbook’. Be reliable and punctual and inform the Neighbourhood Hub Team Leader of any changes to availability.
* Keep all client and program information strictly confidential.
* Respect the privacy of others and the individuality of people and their views.
* Attend regular catch-up sessions with Team Leader Neighbourhood Hubs
* Provide the Neighbourhood Hub Team Leader of adequate notice of intention to terminate your services.

**Desired Attributes:**

* Preferable knowledge of computer software ie: word, excel (CRM systems a bonus)
* Familiar with an office environment
* Ability to listen and interpret the needs of residents and participants
* Excellent communication skills and the ability to work as a part of a team across Wyndham City
* Good time management and the ability to prioritise workloads
* Strong oral and written English communication skills
* Confidence to work unsupervised or independently and take initiative
* Non-judgemental and professional attitude
* Capacity to interact as an enthusiastic team member
* Be reliable and punctual
* Keep all client and program information strictly confidential
* Respect the individuality of people and their views

**Length of Appointment:** Volunteers are subject to a probationary period of 1 month. The role will be reviewed annually.

**Police Check:** A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

**Working with Children Check:**  A current Working With Children Check (WWCC) is required before you commence your volunteer role. There is no cost to the volunteer.

**Support:** Training will be provided for this role. In addition, the Neighbourhood Hub Team Leader will be available for questions and assistance.

**Dress Code:** Neat casual.

**Signed: ............................................................................. DATE: ..../..../.........**

**Name: .............................................................................**