Volunteering in the [YOUR ORGANISATION’s] Community

[YOUR ORGANISATION’s community] is a strong and dynamic community, and its Neighbourhood House aims to provide a focal point for community connection, involvement, and support.

The impact people have on their community through volunteering has always mattered, but the last few years have highlighted to us all, just how important volunteering is for our community – as well as for ourselves.

This is a wonderful time for you to get involved. By volunteering, you will be making a difference in the lives of those you support through your work, those you volunteer with, and—what’s just as important—you’ll be making a positive impact in your own life too.

# [YOUR ORGANISATION]

[YOUR ORGANISATION] is an incorporated, not-for-profit association managed by a community Committee of Management (COM). It provides opportunities for lifelong learning, community engagement and supports initiatives for residents of [YOUR ORGANISATION’s community] and surrounding districts.

[YOUR ORGANISATION] receives funding from the Victorian Department of Human Services (DHS) via the Neighbourhood House Co-ordination Program. It also generates income through fees for service program of activities, courses, grants and community fundraising.

[YOUR ORGANISATION] is currently a signatory to the Adult Community Education Centres Collective Agreement 2008 / Social Community, Home Care and Disability

Services Industry Award 2010.

## Mission Statement:

The purposes of the association are to:

(a) Involve the community and encourage participation and inclusion, valuing

diversity and difference at all levels of neighbourhood house operation.

(b) Identify community needs and aspirations.

(c) Determine appropriate community programs, activities and services in response to

those needs, ensuring that diversity and difference are valued.

(d) Partner with community organisations, businesses, government and philanthropic

organisations to secure appropriate funding and support.

(e) Deliver quality programs, activities and services; and

(f) Evaluate the effectiveness of all aspects of neighbourhood house operations

including: programs, practice and governance.

VOLUNTEER ROLE DESCRIPTION

# Position Title: Receptionist / Welcome Person

Position commencing: Late January 2023

Location: [YOUR ORGANISATION’s address].

## Position Objective

The Volunteer Receptionist / Welcome Person is a voluntary position rostered to assist [YOUR ORGANISATION] maintain its reception area and greet members of the public.

## Key Responsibilities:

* Working as part of a team of friendly local volunteers
* Provide reception duties for 4 to 8 hours a week (one half day or one full day)
* Being a meet-and-greet person for new people in town
* Introduce people to activities and services available in Clunes
* Minimum 4 hours a week time commitment

### Special Requirements of this Position:

This role operates out of [YOUR ORGANISATION]. We seek a welcoming and friendly person to meet and greet newcomers and provide guidance to members of the public on activities and services. You will need:

* An ability to work independently and follow directions in operating the reception area at [YOUR ORGANISATION].
* Ability and willingness to work with the public and provide excellent customer service.
* Basic office skills: working with computers, printers, word documents, emails, internet, and answering calls and providing assistance by telephone.
* No financial delegation. Position reports to the Co-ordinator [YOUR ORGANISATION].

### Key Skills Required:

* Ability to operate a computer, use the internet, emails, and answer phones.
* Ability to lift and carry items of up to 5 kgs.
* Ability and willingness to follow directions in performing the role of receptionist/welcome person.
* Ability to interact with the public in a friendly and helpful manner.

## Organisational Relationships and Reviews

Reports to: Co-ordinator, [YOUR ORGANISATION].