

# Volunteer Role Description

Your Details			
First Name:		Surname:	
Role:	<b>Community Passenger Network Office Volunteer</b>		
Volunteer Program/s:	<b>Southern Communities Transport Scheme</b>		
Department:	<b>Community &amp; Development</b>		
Staff Only	Record No:		

## Southern Communities Transport Scheme

The aim of a Community Passenger Network (CPN) is to ensure that all frail, aged, people with disabilities and transport disadvantaged South Australians can access services, facilities and social activities that enable them to participate to a greater degree in the life of their community. The role of a CPN is to: provide information on transport services available in the region, coordinate referral and brokerage of transport services, coordinate the changing of appointments and transport trips on behalf of clients, and provide and coordinate volunteer driver transport.

## Role Overview – Community Passenger Network Office Volunteer

The Community Passenger Network Office Volunteer actively participates within a CPN by providing administrative support within the office.

## Location

The Office Volunteer role is based in the Southern Communities Transport Office located in the City of Victor Harbor Civic Centre, Bay Road, Victor Harbor.

## Key Employee Relationships

The Volunteer Program Coordinator will provide day to day support and supervision. Volunteer Program Coordinators and Program staff have responsibilities to provide support and supervision of their volunteer programs to ensure successful outcomes for both volunteers and employees.

## Time Commitment

The Office Volunteer role is available Monday to Friday during the hours of 9 am – 12.30 pm and 12.30 pm – 4 pm. Volunteer shifts are generally 3 ½ hours per week. Regular updates on your availability are essential to plan schedules for our clients.

## Key Activities

- Ability to use basic office equipment.
- Ability to take telephone calls relating to transport bookings.
- Ability to answer telephone calls and direct calls to appropriate people.
- Bind, print, photocopy and shred documents as required. Document management, including filing.
- Assist with basic client queries.
- Ability to enter transport bookings into bookings book.
- Basic computer skills for client database system.
- Ability to understand schedules and appointments.
- Record and maintain required statistics e.g. receipting of client contributions or fees.
- Report to the Southern Communities Transport Scheme Coordinator or its delegate any concerns or issues, including those relating to clients.

## Benefits of the Role

- Meeting new people and making a positive difference in their lives.
- Develop new social networks with staff, volunteers, community members and clients.
- Apply existing knowledge and skills.
- Opportunity to learn new skills and increase knowledge.
- Training and personal development opportunities.
- Friendly supportive environment.
- Contribute to the well-being of transport disadvantaged persons in the community.

## Skills, Knowledge, Experience and Qualifications

- Sound clerical and computer skills.
- Provide clients with respectful and courteous service throughout the service delivery process.
- Provide a competent and high-quality service demonstrating reliability and honesty.
- Good organisational skills with an ability to set deadlines and prioritise workloads.
- Possess excellent verbal communication and interpersonal skills.
- Demonstrate empathy for people who are frail, aged, disadvantaged or with disabilities.
- Ability to work within a team environment.
- Understanding of the vision of the City of Victor Harbor.
- Understanding of the principles of Work, Health and Safety and of Equal Opportunity.
- Understanding of the City of Victor Harbor Volunteer Policy and Volunteer Code of Conduct.

## Mandatory Requirements

- Adherence to City of Victor Harbor Safe Environment Policy including the following screening checks: Working with Children Check, Disability Services, Aged Care Sector, Vulnerable Person and National Police Check.
- Evidence of current COVID-19 Vaccinations.
- Parent (or guardian) consent required for volunteers under 18 years of age.

## Training

As a Council volunteer you will be required to participate in the following sessions to ensure you are appropriately prepared for your role:

- City of Victor Harbor Volunteer Induction (preferably prior to commencing your volunteering role).
- Site specific and role specific program induction, including specific Work Health & Safety training.
- “On-the-job” training specific to volunteer role.
- COVID Awareness will be included as part of your induction and some programs will require you to complete an online COVID Marshal or COVID-19 Infection Control training course.
- Review COVID Safe Plan for volunteer program.
- Attend mandatory training and any other specified training opportunities.
- Attend regular meetings to contribute ideas and feedback about the program and its activities.

Council will endeavour to provide flexible training options, however where essential training and refreshers are required, attendance is compulsory to ensure that we continue to provide a safe environment for our volunteers and clients.

## Your Responsibilities

- Work within the guidelines provided by this role description.
- Take reasonable care for your safety and the safety of others.
- Attend regular meetings and training deemed to be essential for your role.
- Be reliable in keeping appointments.
- Comply with all policies, procedures, guidelines and instructions relevant to your role.
- Adhere to the City of Victor Harbor's Code of Conduct which incorporates volunteers.
- To understand and have a respect for confidentiality.
- To accept direction and supervision from the Volunteer Program Coordinator and Program staff.

## Work Health and Safety

Under the Work Health and Safety Act volunteers are defined as ‘workers’ and included equally with employees, contractors etc in all matters relating to Work, Health and Safety. Volunteers are equally responsible for the care of their own health and safety and that of others at their work place. Volunteers of the City of Victor Harbor must:

- Follow all established policies and procedures of Council which apply to the tasks you have volunteered to perform.
- Have an awareness of Hazard Profile and Risk Assessment documents, follow Safe Operating Procedures and use Personal Protective Equipment as advised by the Volunteer Program Coordinator.
- Report hazards to supervisors to minimise and control risk.

- Report immediately (or as soon as practicable) any near miss, incident or injury which arises in the course of your volunteer duties.
- Adhere to Council's commitment to a smoke free workplace and agree to refrain from smoking in or around Council owned offices and buildings, within Council-owned vehicles or around minors.

## Code of Conduct for Volunteers

The Code of Conduct for Employees Policy details the standards expected of all volunteers whilst volunteering with City of Victor Harbor, and includes the rights and responsibilities of both volunteers and the organisation.

## Feedback and Support

- A 3-month probationary period is required to ensure that you settle in well and the role is right for you.
- Your Volunteer Program Coordinator will provide regular support and guidance to make sure you are getting the most out of your volunteering. This will be supported by the relevant Program staff.
- To evaluate the volunteer program and your role within it, your Volunteer Program Coordinator will engage you in an annual catch up to share feedback regarding your volunteering experience, training, support and future.

I have read and understand this Volunteer Role Description and agree to abide by the conditions outlined.

<b>Volunteer Signature</b>	<b>Date</b>
<b>Parent Guardian (if under 18 years)</b>	<b>Date</b>
<b>Volunteer Program Coordinator Signature</b>	<b>Date</b>