

Position Description

Reception and Customer Service Volunteer

January 2013

Camcare was established in 1976 to meet the needs of people in the local area who sought community support.

Camcare is a community-based organisation that operates from two sites at:

- Ashburton
- Camberwell

Camcare delivers counselling and support services principally to individuals and families living in the City of Boroondara. In addition the Integrated Family Services team provides family services support as a partner in the Inner East Integrated Family Services Alliance.

Financial Counselors provide services to people in the Cities of Boroondara and Monash. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

Camcare receives funding from local, state and federal governments. It also attracts funds through the support of private donations, philanthropic trusts and the community sector.

General Information:

Position title:	Reception and Customer Service Volunteer
Reports to:	Manager Community Support
Organisation:	Camcare Inc.
Rate of Pay:	Voluntary Position
Hours of work:	One full day per week (9am – 5 pm) plus attendance at ongoing training as required.

Position Objective:

The Reception and Customer Service Volunteer provides professional high quality telephone reception and customer service in accordance with Camcare's values and procedures.

Key Responsibilities:

- Reception and Customer Service for all clients and visitors who present in person or over the phone – identify requests and needs, and transfer calls appropriately and efficiently.
- To provide professional, non-judgmental, friendly and compassionate service in a manner that upholds the dignity and privacy of the client.
- To have an up-to-date knowledge of Camcare's services and organizational structure.
- Key recognition of staff, board members and key external stakeholders

Administrative:

- To accurately record details of all calls and visits
- To follow established agency administrative procedures

Professional Development and Training:

- To maintain an up-to-date knowledge of issues and developments that impact on clients and the broader community.

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- To attend Camcare's On Going Training periodically as required

Generic:

- All staff are required to adhere to Camcare's Code of Ethics, and operate within the Agency's policies, practices and guidelines.
- All staff will work according to the principles set out in the Vision, Mission and Values to achieve the strategic objectives of the Agency.
- All staff are required to participate in a range of continuous improvement and quality assurance processes, as required. This includes the annual appraisal process and on-going supervision.
- To work co-operatively with other staff members, providing the necessary support and assistance as appropriate.

Selection Criteria:

- Demonstrated Customer service and reception skills
- Demonstrated empathy and a non-judgmental attitude to clients at all times.
- Ability to effectively work with people from various socio-economic levels and cultural backgrounds demonstrating an inclusive attitude.
- Ability to work co-operatively with other staff as part of a team.
- Capacity to exercise independent judgment and work autonomously.
- Capacity to be flexible and accommodate change.
- Willingness to learn on the job and to develop new skills as required.
- Sound verbal and written communication skills. Demonstrated computer literacy in a range of software programs. Communication via email is required.
- Commitment to attend training sessions as required by the agency.

Relevant Personal Characteristics:

- Reliability and integrity
- Independent and proactive approach to work responsibilities
- Compassionate with an orientation for social justice

Police Check and Working with Children Check:

All staff will be asked to undertake a police check and Working with Children Check before commencing duties with the agency.

Tenure: A minimum commitment of 6 months followed by review

Signature of the Incumbent:

Date:

Signature of the CEO

Date: