

## Statistics Volunteer

Mar 2018

**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 support services principally to individuals and families living in the City of Boroondara, and in addition the Integrated Family Services team provides family services support as part of Inner East Integrated Family Services Alliance. 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:

<b>Position title:</b>	<b>Statistics Volunteer</b>
<b>Reports to:</b>	Information Officer
<b>Working Relationship:</b>	Manager Community Support Services
<b>Organisation:</b>	Camcare Inc.
<b>Rate of Pay:</b>	Voluntary Position
<b>Hours of Work:</b>	4 hours per week

### Position Objectives:

The Statistics Volunteer supports the Information Officer in providing reports and statistics for Camcare based on existing systems that collect data.

### Key Responsibilities:

#### **Quarterly Reports**

- Produce quarterly reports as required by managers and Boroondara Council

#### **Day Book Statistics**

- Export data for both sites from the Automated Day Book database to form monthly and quarterly statistics
- Modify daybook data entry pages to comply with external requests or additional internal data requirements

**Client Feedback**

- Create and maintain spreadsheets
- Oversee Quality Officer who will be collating feedback forms and entering data
- Review processes of handling client feedback (in conjunction with Quality team)
- Produce reports and analysis of Camcare's feedback forms

**Processes and Procedures**

- Review, updated or document related procedures as required

**Annual Report Statistics**

- Provide statistics when requested

**Miscellaneous Analysis and Reporting**

- Produce ad hoc reports as requested by CEO
- Lead statistics team meetings when required
- Respond to requests/comments from other staff

**Qualifications Required:**

- Excellent computer skills including Excel, Word, Google Docs

**Selection Criteria:**

- 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
- Ability to work as an effective member of a team
- 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 one year followed by annual review.

**Ethical Requirements:**

**All Camcare employees are required to adhere to Camcare’s Code of Ethics.**

- **Policy**  
All staff will abide by Camcare’s policies and practices.
- **Philosophy of Camcare’s work**  
All staff will work within the philosophical guidelines set out in the Aims and Objectives in the Constitution.

Signature of Incumbent \_\_\_\_\_ Date \_\_\_\_\_

Signature of CEO: \_\_\_\_\_ Date \_\_\_\_\_