

POSITION DESCRIPTION

Position Title:	Welfare Call Centre Volunteer
Location:	Gerald Ward House - Box Hill
Reporting to:	Welfare Call Centre Supervisor
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope, and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

The Gerald Ward House Welfare Call Centre is a valuable and integral part of the Society and is for many Victorians seeking assistance their first contact with the Society. The Box Hill Call Centre services much of the great Melbourne Metropolitan area. It is therefore incumbent on all staff and volunteers that the service provided and the engagement with clients is engaging, positive and of the highest quality.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Call Centre Operations and Customer Service	<ul style="list-style-type: none"> • Accept direction from the Call Centre Supervisor(s). • Receive calls from our Welfare Call Centre recipients, ensuring that our engagement with clients is positive, engaging and non-judgemental. • Provide true and accurate information to Volunteers, staff and those using the service, so that adequate and appropriate support can be provided. • Ensure client files are accurately updated on the database, in accordance with area operating procedures and requirements. • Where appropriate, refer the client to like-minded organisations for assistance. • Ensure that any real or perceived issue/s with a client are immediately referred to a Call Centre Supervisor. • Maintain the confidentiality and privacy of those using the Welfare Call Centre service. • Work effectively and proactively with your Supervisor(s) and other members in your team. • Ensure that behaviour and conduct with one another and the clients is in accordance with the Mission, Vision and Values of the organisation.
Conference Support	<ul style="list-style-type: none"> • Ensuring that our engagement with conferences is positive, engaging and non-judgemental. • Ensuring that any real or perceived issue/s with a conference is immediately referred to Call Centre Coordinator.
Database Administration (Client Files) and Compliance	<ul style="list-style-type: none"> • Ensure your Welfare Call Centre Registration Form is completed and submitted by your first trial shift. • Successfully complete 3 trial shifts/probation period. • Complete your Police Check and Working With Children Check (WWCC), and ensure these are current for the duration of your Volunteering period with SVDP. • Notify the Welfare Call Centre Supervisor(s) as soon as possible if you are unable to complete a rostered shift, if you need to leave your rostered shift early in case of an emergency, or if you are unable to undertake or complete a task. • Ensure client files and database administration is undertaken in accordance with organisational requirements. • Ensure adherence to organisational and program specific policies, procedures and guidelines. • Engage in training as required.
Health and Safety	<ul style="list-style-type: none"> • Understand and comply with SVDP OHS policies, procedures and legislative requirements relevant to the position. • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions. • Identify and report any workplace Health and Safety hazards to your Supervisor.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Welfare Call Centre Supervisor(s)	Internal	Direct reporting, provision of information and support.
Other Welfare Call Centre Volunteers	Internal	Teamwork and support.
General Manager, Membership and Development	Internal	Direction, provision of information and support where required.
Welfare Call Centre Service Recipients	External	Take calls from Welfare Call Centre service recipients (and potential service recipients), treating clients with dignity, respect and compassion and in line with the Mission, Vision and Values of the organisation.
Other SVDP Staff	Internal	Provision of information and support.

KEY REQUIREMENTS

Qualifications and Licences:

- All Volunteers are required to complete a current Police Check and Working with Children Check (WWCC), to the satisfaction of SVDP.

Knowledge, Skills and Experience:

- Ability to use computer systems for basic tasks including, but not limited to; data entry, completing forms, using the internet and email.
- Previous Volunteering experience (in any capacity) would be advantageous.
- Knowledge and understanding of Microsoft Access Database is advantageous, but not mandatory.

Personal Attributes:

- Customer Service Focus** - *Strong customer service orientation, with a passion for helping others.*
- Strong Verbal Communication Skills** – *Ability to communicate effectively with others.*
- Teamwork** – *Ability to work well with others and to contribute positively in a team environment.*
- Integrity** - *Behaves in an ethical and professional manner at all times, acting with integrity and maintaining confidentiality and privacy of Volunteers, staff and those using the Welfare Call Centre service.*
- Resilience** – *Ability to cope with unexpected situations and/or problems. Ability to persevere, remaining calm and focused in demanding environments.*
- Empathy** – *Acting with empathy, treating all service recipients/clients, Volunteers and staff with dignity and respect.*
- Interpersonal Skills** – *Presents with a friendly and professional demeanour, with the ability to build rapport with individuals from a range of backgrounds and cultures - being respectful of the views and circumstances of others.*
- Self-Management** – *Ability to remain focused and self-motivate to effectively complete tasks. Ability to multi-task and manage competing priorities.*
- Commitment** – *Commitment to the work of the Welfare Call Centre, commitment to complete the shifts you are rostered on for (in accordance with your advised availability), and to undertake required tasks to the best of your ability.*
- Problem-solving skills** – *Ability to think on your feet and to problem solve in line with the Welfare Call Centre operational policies and procedures and with assistance and support from your Welfare Call Centre Supervisor.*
- Organisational Awareness** - *Awareness of, and ability to work within, the ethos of the Society.*



Other Requirements and Information:

- **Please note:** All Volunteers are required to complete a current Police Check and Working with Children Check (WWCC), to the satisfaction of SVDP.
- Volunteers must complete their Welfare Call Centre Registration Form to be considered for Volunteering opportunities.
- Volunteers must have the right to work/volunteer in Australia – either by being an Australian Citizen, a Permanent Resident, or by holding a valid work permit/visa.

Probationary Period:

- Volunteers must successfully complete a probationary period of 3 trial shifts in order to be appointed to the position of Welfare Call Centre Volunteer.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.