

Guide Dogs.

Volunteer Position Description

Volunteer Position Title:	Visitor Support Volunteer
Department:	Customer Service
Reporting to:	Customer Service Team Leader
Location:	Kew, Melbourne
Frequency:	Monday- Friday 10am-4pm, minimum 1 shift per week

About Guide Dogs Victoria

Guide Dogs Victoria is a leader in breaking down barriers that enable our people to live life without limits.

Guide Dogs Victoria recognises and responds to the diverse needs and choices of our Clients. We specialise in providing high quality and safe services and supports to people living with low vision or blindness and other disabilities.

We are one of Australia's most trusted charities and an employer of choice in the disability and aged care sectors. We recognise and celebrate the diversity of our employees and volunteers and the benefits this brings to our organisation.

Our people enjoy an inclusive and culturally safe work environment free from all forms of discrimination. Guide Dogs Victoria is a place where talent is recognised, and innovation is encouraged.

Purpose of Position

The purpose of this volunteer position is to play a key role in helping visitors to Guide Dogs Victoria navigate the centre. Visitor Support Volunteers work within the Customer Service Team, supporting visitors by providing support, advice, and information, and helping to connect them to relevant team members.

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Reporting Relationships

This position reports to the Customer Service Team Leader and works closely with the rest of Customer Service Team.

The Volunteer Manager is responsible for the overall volunteer program for Guide Dogs Victoria.

The nature of the position may require interaction with staff in other Guide Dog Victoria service and administration departments at times.

Position Responsibilities

As a Visitor Support Volunteer, you will play a vital role in ensuring that visitors to Guide Dogs Victoria have an experience that is warm, approachable, friendly, compassionate and professional.

Moving through the Centre, you will:

- Offer a highly positive point of contact to our clients and their families, visitors, and other consumers throughout the centre.
- Assist clients who may wish to purchase equipment, request a service, attend an appointment or group activity, or attend our Residential Program. This may include assisting with general inquiries and information, supporting the sign-in process and handing over to Customer Service staff for further support.
- Assist Volunteers and Contractors who visit for a volunteer shift, appointment, or other activity, by supporting them with the sign-in process and notifying relevant staff member of their arrival.
- Assist visitors who may wish to purchase items from our shop, including assisting with general inquiries and information and processing sales.
- Assist Guide Dogs Victoria Volunteers who may wish to pick up food for Guide Dogs in training.
- Be alert and available to assist with clients as they move around the centre. Use your vigilance, intuition and initiative to approach people that would benefit from your help.
- Connect with staff and establish warm working relationships so that they know when you are on shift and available to be called on. Work in partnership with staff teams and volunteer colleagues to create the best possible visitor experience.

Compliance

- Follow all Guide Dogs Victoria policies, procedures and systems.
- Ensure safety of self and others in the work environment.
- Contribute to the identification and reporting of risks and hazards and contribute to their effective control.
- Ensure work meets Guide Dogs Victoria quality requirements and contribute to the enhancement and continuous improvement of our quality systems.

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- Maintain a satisfactory background check including a National Police Check, National Disability Worker Screening Check and Working with Children Check, International Police Check (where relevant).

Position Selection Criteria

Knowledge, Skills & Previous Experience

- Good knowledge and understanding of computer use, use of systems and phone systems. Training provided, as needed.
- Previous experience in a customer facing role will be beneficial.
- Availability for a minimum of one shift per week, Monday to Friday from 10am- 4pm.
- Reliable and punctual and be able to commit to a regular weekly shift for a minimum of 6 months.

Personal Attributes

- Mature and professional approach and presentation.
- Presents people with a disability positively and educate others in the community.
- Demonstrates confidentiality and handling of others needs for personal privacy.
- Is outcome focussed and follows through with commitments.
- Is flexible: adapts to changing circumstances and prioritises work and addresses what is important.
- Is collaborative: works with others to achieve common goals and engenders teamwork.
- Works effectively with all staff and volunteers.
- Good time management skills.
- Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in communications, problem solving and conflict resolution.
- Adopts personal accountability in own role.
- Maintains organisation's image and reputation in context of own role.
- Demonstrates commitment to live the Values and Behaviours of Guide Dogs Victoria.
- Demonstrates a strong client and customer focus and a commitment to person centred service practices.
- Able to manage the physical demands and requirements of the job.

Guide Dogs Victoria

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