

Volunteer Position Description

**Volunteer Position Title:**  Administration Volunteer

**Department:**  Various

**Reporting to:**  Volunteer Manager and Manager of Relevant Business Unit

**Location:** Kew, Melbourne

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 assist with administrative tasks as required.

Reporting Relationships

This position reports to the Fundraising Manager and Planned Giving Specialist.

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 (GDV) service and administration departments at times.

Position Responsibilities

Responsibilities may include the following

* Assist with data entry and updating of digital records.
* Assist with scanning and uploading of documents.
* Assist with mail-outs.
* Assist with filing of documents in their proper locations.
* Assist with other general administrative tasks.

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

Position Selection Criteria

Knowledge, Skills & Previous Experience

* Good computer literacy skills.
* Good writing skills.
* Strong attention to detail.
* Ability to perform repetitive tasks with high accuracy.

Personal Attributes

* Mature and professional approach and presentation.
* Can take direction well.
* 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.
* 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

ABN 68 004 621 461

**Email:** reception@guidedogsvictoria.com.au
**Website:** guidedogsvictoria.com.au

**Phone:** 1800 804 805