



## **Volunteer Reception (InfoLink Program)**

### **Position Objective**

Ensure the prompt, efficient answering of telephone inquiries to SPDL to book transport appointments and to support the coordinated operation of the reception area. Provide general assistance and information to staff, volunteers and clients.

### **Key Responsibilities and Duties**

The Volunteer Receptionist will be required to:

- Respond to telephone calls and answer enquiries clearly in a concise manner or seek an answer, as appropriate, by forwarding calls to a member of staff or other suitable person
- Take transport bookings and record messages accurately
- Assist with smooth running of DayLinks by keeping drivers informed of changes to transport schedules, cancellations, arrangements and organising an appropriate driver for extra pick-ups
- Undertake administrative duties, as negotiated, when workload permits
- Greet visitors and volunteers as they arrive, making them feel welcome and assisting them if necessary
- Provide information to clients about appropriate services, classes and activities as appropriate that are provided in the community.
- Utilising the TRIP's software on the computer book transport appointments for the DayLinks service.
- Advise of clients who require an interpreter to support them access the services provided by SPDL
- Communicated effectively with people with a disability and refer to a team member if they required support in relation to the communication needs.
- Speak in a manner that values people regardless of their backgrounds.
- Participate in SPDL volunteer orientation, training and meetings.
- Apply SPDL policies and procedures while undertaking the volunteer role, especially in relation to Occupational Health and Safety (OHS) and reporting incidents, Anti-Discrimination and Privacy and Confidentiality policies.
- Behave in an appropriate respectful manner at all times and report any inappropriate behaviour by clients or other volunteers to SPDL team members
- Report any genuine concerns in relation to a client's emotional or physical health or situations of elder abuse

## **Specialist Skills and Knowledge**

The Volunteer Receptionist needs to have:

- A strong sense of responsibility, reliability and integrity, able to work as a member of a team member.
- Demonstrate empathy, understanding and preparedness to learn about the needs of older people and people with a disability
- Basic I.T. and receptionist skills

## **Qualifications and Experience**

The Volunteer Receptionist needs to have:

- The ability to answer the telephone in a professional manner and take clear, correct and concise messages
- The ability to stay calm and multitask
- The ability to negotiate with drivers, staff and clients
- Basic office, administration and I.T. skills.

## **Conditions of Volunteering**

The volunteer role is based upon the following:

- The position of receptionist is a voluntary one.
- Operate within the requirements of SPDL policies and procedures
- An allowance of \$5 per 4.5 hours a day may be made or donated back to SPDL.
- Reception volunteers should expect regular support from the SPDL Coordinator of Volunteers.

## **Key Selection Criteria**

The Volunteer Receptionist needs to have:

- The ability to answer telephone calls in a professional manner and to take messages clearly
- The ability to read transport schedules, negotiate with drivers and to relate to a wide variety of people
- The ability to source information for clients about classes, activities and services as appropriate
- A genuine desire to support older people and people with a disability
- The ability stay calm
- Willingness to undergo a criminal records check