



Umbrella Multicultural Community Care Services Inc.
Position Description: 0043

Position Title	CVS & Volunteers Support Officer
Position Classification Award	Level 2 Social, Community, Home Care and Disability Services Industry Award 2010

Program	Community Visitors Scheme
----------------	---------------------------

Responsible to	CVS & Volunteers Manager
-----------------------	--------------------------

Mission
At Umbrella Multicultural Community Care Services Inc., we believe that everyone has an equal right to enjoy their “Golden Years”. We believe that language, gender identity, culture or financials should not be a barrier to accessing quality services. We believe that Umbrella Inc.’s ethos of respect, passion, commitment to our mission and our staff and volunteers’ hard work can change someone’s life.

Values
Service – Making a difference Compassion – Caring for our clients, carers, families and each other Respect – Recognising individual needs and acknowledging the worth of others Integrity – Being honest, just, reasonable and ethical Excellence – Always striving for better results and being innovative

Position Scope
This position is responsible for assisting the CVS & Volunteers Manager with the maintenance of the Community Visitor Scheme program and in maintaining information and records on volunteers. It also assists with the promotion and marketing of the CVS program and organising meetings and training for volunteers.

Position Responsibilities

1. Administration and Support

- 1.1 Assist the CVS & Volunteers Manager with the maintenance of the program to achieve the key performance indicators (KPIs)
- 1.2 Ensure accurate data, information and statistics are collected and maintained, including all aspects of the CVS database
- 1.3 Monitor the CVS emails and community requests and respond as appropriate
- 1.4 Update and prepare volunteer orientation and recruitment packs
- 1.5 Assist with the organisation of meetings and training with volunteers
- 1.6 Assist with processing referrals and matching volunteers with clients according to their needs
- 1.7 Assist with the day to day administration of the Scheme (i.e. Correspondence relating to matches and volunteer expenses reimbursement)
- 1.8 Support the CVS Volunteers in their roles and encourage them to regularly keep up the visit to their client

2. Marketing

- 2.1 Assist the CVS & Volunteers Manager to develop and actively maintain effective and mutually beneficial partnerships, networks and relations in order to support the work of the CVS program
- 2.2 Support the expansion of the CVS Program
- 2.3 Assist the CVS & Volunteers Manager to raise awareness and educate internal and external stakeholders on all aspects of the program to increase awareness, participation and encourage recruitment of new volunteers
- 2.4 Assist the CVS & Volunteers Manager with the marketing and promotional work as required
- 2.5 Coordinate mail-outs and invitations when required
- 2.6 Attend CVS network meetings with the CVS & Volunteers Manager as required

3. Other

- 3.1 Maintain quality standards and systems and participate in Continuous Quality Improvement activities, including opportunities for improvement and promoting recommendations to CVS & Volunteers Manager
- 3.2 Work as a collaborative and supportive team member
- 3.3 Contribute to the delivery of the services
- 3.4 Promote a safe working environment and work within WHS guidelines
- 3.5 Follow Umbrella Inc.'s Code of Conduct, policies and procedures and work within the policies and procedures of the organization
- 3.6 Promote positive ageing, dignity, independence and wellness principles
- 3.7 Other duties as required by the CEO



Selection Criteria

The required skills and knowledge for the position of CVS & Volunteers Support Officer are as follows:

Essential

- Proven attention to detail and organisational skills
- Capacity to problem solve and offer innovative solutions
- Energy, enthusiasm and genuine commitment to volunteer services
- Ability to relate to and engage a range of people and stakeholders
- Good written and verbal communication skills
- Experience in spreadsheet and word processing
- Preparedness to work within Umbrella Inc.'s Philosophy, Values and Mission
- Demonstrated ethical standards and values

Desirable

- Qualification in Aged Care Services or Community Services or experience in the Aged Care sector
- Knowledge of diversity, access and equity issues for CaLD and LGBTI seniors
- Current Drivers Licence

Position description agreed by employee

Name	
Signature	
Date	