



Volunteer Receptionist Position Description

Organisational Overview

Daylesford Neighbourhood Centre (DNC) is a not-for-profit organisation that provides training and opportunities for community participation. Incorporated under the Associations Incorporation Act the DNC is governed by an elected Committee of Management.

In our practice, the DNC aims to be generous, responsive, viable, dynamic and multifaceted in:

1. Initiating and providing services for the community;
2. Engaging with and supporting community activities and action;
3. Changing and growing in response to community need and demand; and,
4. Strengthening organisational and environmental health, effectiveness and sustainability.

The DNC offers a range of activities to satisfy the needs of a very diverse community, with a focus on the whole person – their needs and aspirations. Our programs range from engagement and health promotion activities through to nationally recognised training which leads to employment and/or pathways to higher level training and education. Services also encompass the ‘whole of life’ extending from childcare brokerage funding and activities for young children, homework support for the middle years as well as the Victorian Certificate of Applied Learning and other training programs for young people -right through to joint activities with the U3A and the provision of computers and IT support to older people in their homes. We are involved in a diverse range of community support projects such as No-Interest-Loans Scheme and the Men’s Shed.

The DNC is a Registered Training Organisation and our program is ever changing in response to community need. Currently on scope:

- Certificate II in Information Technology
- Certificate II in Production Horticulture
- Certificate III in Aged Care Work
- Certificate III in Home and Community Care
- Certificate IV in Disability Work
- Certificates in General Education for Adults
- A range of individual business, retail and hospitality units

This nationally recognised training is augmented by constantly changing pre-accredited training, health and well being and community engagement activities as well as employment and industry relevant fee for service training such as Responsible Service of Alcohol, Food Safety, First Aid etc.

As well as having its own computer training lab, the DNC operates the Hepburn Hub, a public computer and internet facility.

The DNC also has responsibility for sensitive and sustainable use of the Historic Courthouse precinct (comprising the Courthouse, the police residence and lock-up plus horse paddock) which we lease from Parks Victoria.

Position Overview

The role of the volunteer receptionist is to be the first point of contact for the Centre's clients.

Tasks

- Greeting clients when they enter the Centre.
- Responding to client requests and queries in person, over the phone and via email. Forward or transfer enquiries or take messages for other staff if required.
- Setting up the public access computers and other class rooms in preparation for use during the day.
- Processing course registrations including recording student details, organising payment and providing information regarding courses.
- Making sure the Centre is clean and tidy for public use.
- Provide support for other Centre staff as required, eg. photocopying, research, organising, filing.

Desirable Skills and Qualities

- Customer service skills – over the phone and in person.
- Written and verbal communication skills.
- Interpersonal skills.
- Computer skills: Microsoft Outlook, Word, Excel and Internet Explorer.
- Ability to work cooperatively in a team environment.
- Familiarity with administrative tasks.

Reporting

This position is responsible to the Manager and ultimately to the Committee of Management. The position works cooperatively with all staff members including administration, cleaners and any other volunteers.

Time Commitment

One four-hour shift per week 1pm to 5pm.

Documentation

- Curriculum Vitae – including three referees
- Volunteer Registration Form & Induction
- Police Check & Working With Children Check

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Name

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Date

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DNC

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Date