

**Mission Volunteer Role Profile:**

**Doorways OR SalConnect Reception**

**Reporting to:**

<Insert Manager's Name & Position>

**Location - Site/Department/Division:**

<Insert Location – Site/Department/Division>

**Purpose Of The Role**

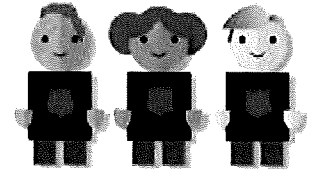
Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time with the love of Jesus. We do this by caring for people, creating faith pathways, building healthy communities and working for Justice.

The Doorways OR SalConnect Reception role provides client friendly services including welcoming clients, responding to telephone calls, interpreting and catering to the initial welfare and needs of the clients and performing general administration duties consistent with a reception environment.

**Time & Roster Commitment**

As agreed with the Line Manager.

Key Tasks	Key Activities and Expectations
<p><b>Undertake Administrative Functions</b></p>	<ul style="list-style-type: none"> <li>• Undertake general office duties including responding to or redirecting emails, answering telephone and walk in enquiries as required.</li> <li>• Assist with administrative tasks including record keeping, data entry, photocopying of documents and that office is well presented and documents are filed.</li> <li>• Assisting site Manager/Supervisor with other tasks as directed.</li> <li>• Respond to phone calls and direct calls to the appropriate personnel.</li> <li>• Meet and greet clients, interpret their needs, screen and prioritise client appointments through an assessment of client needs and urgency of response.</li> <li>• Negotiate with clients in the event of disruptions at the reception.</li> <li>• Perform basic administration functions such as data entry, filing, archiving and other tasks associated with the role</li> <li>• Client personal details are handled as per privacy guidelines and privacy and confidentiality of client information and personal details are maintained at all times.</li> </ul>
<p><b>Provide Quality Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Exhibiting professional image of the office environment, displaying professionalism and integrity at all times.</li> <li>• Accurate information provided to customers.</li> <li>• Refer people to appropriate Salvation Army services. Follow up with Manager if unsure.</li> <li>• Listen carefully, and acknowledge and refer concerns, issues or queries to Manager.</li> </ul>
<p><b>Maintain a Safe and Healthy Environment</b></p>	<ul style="list-style-type: none"> <li>• Immediately report any health and safety concerns, notifiable incidents and near misses, to Senior Team Leader and ensure any hazards are controlled until rectified.</li> <li>• Ensure hazard, incident and accident form is completed when required in a timely manner.</li> <li>• All volunteers are to be mindful of their own health and to take care of the health and safety of others.</li> <li>• Volunteers are required to comply with all TSA work, health and safety policies and procedures as applicable to their workplace.</li> </ul>



**Qualifications and Experience Requirements for the Position**

- Experience in administration, use of Microsoft Word and Excel and customer service preferred.
- Good communication skills, both written and verbal.

**Required For The Position**

- Complete The Salvation Army (TSA) Mission Volunteer registration, induction and training - TSA is a ChildSafe workplace.
- Integrity checks as required for the role.

**Required Capabilities**

- Shows personal motivation and commitment to completing work activities effectively.
- Supports a culture of integrity and professionalism.
- Represents the organisation in an honest, ethical and professional way.
- Recognises and respects the rights and beliefs of others in a non-judgemental way.
- Connects positively with colleagues and partners within and outside TSA.
- Works as a supportive and cooperative team member, shares information and acknowledges the contribution and support of others.
- Provides service appropriately and responsively to the needs of the people.
- Demonstrates accountability aligned to internal and external requirements.
- Supports and acts in compliance with the records, information and knowledge management requirements of TSA.
- Identifies and follows safe work practices to perform all duties in a safe manner, ensuring the safety and well-being of self and others.

**Cultural Competency**

**We value people of all cultures, languages, capacities, sexual orientations, gender identities, gender expressions and intersex status.**

- Understands the concepts and principles of diversity and inclusion and how they impact on current day approaches and practices
- Demonstrates commitment to culturally appropriate and inclusive practice
- Demonstrates practical application of concepts and principles of inclusion
- Understands specific issues faced by culturally diverse clients particularly in the areas of Aboriginal and Torres Strait Islander, LBGTQI, CALD, neuro-diversity and multi faith
- Applies culturally appropriate approaches and skills when engaging with culturally diverse clients particularly in the areas of Aboriginal and Torres Strait Islander, LBGTQI, CALD, neuro-diversity and multi faith
- Works effectively with an interpreter as required, in line with organizational guidelines

**Mission Volunteer Role Profile Acceptance**

By signing this form, the Mission Volunteer and Supervisor/Manager acknowledge and agree to fulfil the duties and responsibilities as per the Doorways OR SalConnect Reception Role Profile and Volunteer Handbook.

<b>MISSION VOLUNTEER</b>		<b>Date:</b>	
<b>Print Name:</b>			
<b>Signature:</b>			