



Port Phillip Community Group Ltd Information & Support Volunteer Position Description

Position Title: Information and Support Volunteer

Accountable & Reports to:

Volunteer Co-ordinator and ultimately the Executive Officer of the Port Phillip Community Group Ltd (PPCG).

Internal Relationships:

The volunteer liaises with all program workers of the St Kilda Community Centre. However, it is the Information & Support (I&S) program workers with whom the volunteer will be working directly.

External Relationships:

Telephone and in-person contact with clients and other local community workers

Role:

To assist the I&S program workers carry out some of the components of the Information & Support program, as listed below. In so doing the I&S Volunteer will facilitate information dissemination and service delivery to the people accessing the St Kilda Community Centre in addition to assisting other program workers. The I&S program workers and volunteers provide the first point of contact for all centre based service users.

Some Specific Duties:

- Telephone and front desk reception at the "back up" desk adjacent to that occupied by the I&S worker at the front desk in the foyer
- Relieving the I&S on the front desk for limited periods of time
- Providing an initial intake and assessment function for service users in order to make appropriate referrals and/or appointments. More complex or sensitive intakes are undertaken by the I&S worker or another paid worker
- Making appointments and filling in intake sheets for people requiring assistance from some of the Community Centre programs; eg: financial counselling and the legal service
- Distributing Met tickets to clients in accordance to established guidelines
- Assisting to maintain an established community referral database
- Assisting with maintaining worker resource folders
- Assisting with ensuring the front foyer is tidy, welcoming and the brochures & information posters on display are up to date
- Maintaining a working knowledge of the core activities of the St Kilda Community Centre Programs
- Maintaining a basic knowledge of the key service providers and community organisations in the City of Port Phillip
- Other administrative duties (eg: photocopying, filing) as requested

Skills & Experience:

- Administrative skills/experience
- Computer/word processing skills
- Aptitude and interest in communicating with people from a range of backgrounds
- Preference for people living in the Port Phillip area &/or a knowledge of the issues pertaining to the City of Port Phillip
- Foreign language skills favourable

Time Commitment:

Attendance weekly for a regular 3-4 hour session during Centre opening hours. The specific time is to be agreed upon by the volunteer and the Volunteer Co-ordinator.

The St Kilda Community Centre is open:
Monday, Tuesday, Wednesday & Friday 9.30am-1.00pm & 2.00pm-5.00pm
Thursday 1.00pm-5.00pm

A minimum 12-month commitment is requested of all volunteers

Organisational Structure:

The purpose of the Port Phillip Community Group Ltd is to “focus attention, effort and resources on the task of establishing a socially just community in the City of Port Phillip”. We use a community development approach, building community cohesion through a broad range of ongoing programs and innovative projects. The PPCG programs include information & support, neighbourhood development & financial counselling programs. A bookkeeper, volunteer co-ordinator and an executive officer are also employed. In addition to the core program activities there are a number of cross-program initiatives, including a no-interest loan scheme. PPCG staff report to the Executive Officer, with a community-based volunteer Board of Directors having ultimate employer and accountability responsibilities. The Port Phillip Community Group Ltd is co-located with the St Kilda Legal Service at the St Kilda Community Centre. Both organisations share the reception and telephone lines. In addition to our Chapel Street St Kilda office, where the I&S volunteer work is conducted, the PPCG also operates at sites at the Alma Road Community House, South Melbourne and Port Melbourne.

Contact Details:

Enquiries should be directed to:
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