

FRANKSTON COMMUNITY SUPPORT AND INFORMATION CENTRE INC.

POSITION DESCRIPTION

1. POSITION: VOLUNTEER INTERVIEWER

2. TIME COMMITMENT

To be available for roster for a minimum of 12 months

3. ROLE OF INTERVIEWER

To interview and assess requirements of people who contact the Frankston Community Support and Information Centre Inc. by telephone or in person seeking information and/or support.

4. DUTIES AND RESPONSIBILITIES

4.1 Specific Responsibilities

- 4.1.1 To work within the policies and procedures of the Centre
- 4.1.2 To be available to be rostered for work at the Centre for a minimum of three and half hours each week
- 4.1.3 To interview clients impartially in relation to their needs and enquiries
- 4.1.4 To supply appropriate support to clients, and follow up situations when required
- 4.1.5 To provide accurate information and/or referral to appropriate agencies
- 4.1.6 To advocate and negotiate on behalf of the client when required
- 4.1.7 To attend a minimum of five in-service training sessions annually organised by the Centre
- 4.1.8 To maintain up to date knowledge of the Centre's information resources
- 4.1.9 To consult with the Team Leader, Coordinator of Volunteers or the Manager when in doubt or unsure of planned action
- 4.1.10 To read all entries made in the daily diary when on roster
- 4.1.11 To keep up to date with local current issues, eg. Reading local newspapers, reference material provided by Centre
- 4.1.12 To maintain an enthusiastic, cooperative and friendly approach in working with Centre staff, volunteers, clients and referring agencies
- 4.1.13 To be willing to undertake a range of activities relevant to the Centre operations as required
- 4.1.14 To participate in an annual performance appraisal with either the Manager or Coordinator of Volunteers or both or a person nominated by the Manager

5. PERSONAL QUALITIES

- 5.1 Be able to take direction from Manager, Coordinator of Volunteers and staff as appointed by Management.
- 5.2 Be outgoing and have a friendly personality
- 5.3. Be able to relate to people from various walks of life
- 5.4 Be accepting of other people's values and lifestyles
- 5.5 Be able to work within a team environment
- 5.6 Be willing to continue to develop new skills
- 5.7 Communication, problem-solving, listening skills
- 5.8 Possess awareness of own strengths and limitations
- 5.9 Possess literacy and writing skills

6. QUALIFICATIONS AND EXPERIENCE

All interviewing volunteers must have completed an Information Day as scheduled by Community Information Victoria Inc. (CIVic) and the accredited training course 'CHCCS6B Assess and Deliver Services to Clients with Complex Needs' before being rostered on the interviewing roster for a *50 hour* probationary period.

During the probationary period, the Manager and/or the Coordinator of Volunteers and/or a person selected, will have had to have been satisfied with the trainee's knowledge of Centre policy and procedures, and their familiarisation with the information system. The trainee will undergo observation and performance appraisal in a number of interview situations and is required to demonstrate satisfactory performance in these situations.

After a trainee has successfully completed their probationary period they will be eligible for CIVic accreditation. A performance appraisal will take place on completion of probationary period, and further performance appraisals will occur as required by Management.

Prior to enrolling in the accredited training course 'CHCCS6B Assess and Deliver Services to Clients with Complex Needs', volunteers must have completed an agency orientation entailing undertaking various non-interviewing tasks. For example, observation of work to be undertaken as an interviewer, Centre's reception duties and information management.

7. ROSTERED TIMES

- 7.1 Rostered days to be negotiated with the Coordinator of Volunteers and/or Roster Officer.
- 7.2 Rostered shift to be a minimum of three and half hours per shift per week.