



More information...

Community Support Frankston provides opportunities for many local residents to volunteer their time and skills.

"Our focus is on assisting people to become more independent and contributing members of the community."

The organisation is mainly staffed by trained volunteers who provide a high standard of service to the Frankston community in a constantly changing workplace environment. Many personnel have culturally diverse backgrounds and experience in business, clerical work, teaching, nursing, social work, banking, sales, trades, engineering and management.

Volunteer staff are selected because of their skills and interest in helping others in addition to their warm and caring personalities. Our staff gain a great deal of satisfaction by providing a valuable service to their community and working with people from all walks of life.

Job roles are diverse and challenging and require good interpersonal skills to deal with the complexities of each day. Many volunteer staff progress to further education and employment.

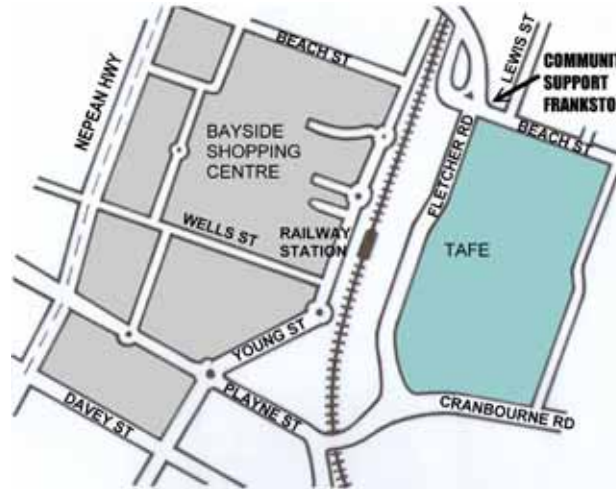
Previous experience in your preferred volunteering area is an advantage.



Who we are

Community Support Frankston was established in 1968 to provide community information and advice. The agency is independently managed by local residents through a Board of Management and is staffed mainly by trained volunteer workers.

FRANKSTON CENTRAL BUSINESS DISTRICT



How to apply...

Visit our website www.frankston.net or phone **(03) 9783 7284** for a Volunteer Application Form.

Complete and return to:

**Operations Coordinator
Community Support Frankston
35 Beach Street
Frankston 3199**

or fax to (03) 9783 7731
You can email any questions to
csf@frankston.net

Community Support Frankston

July 2012

interested in volunteering?



"We are seeking enthusiastic and reliable volunteers who enjoy a challenge and working in a team environment."



**35 Beach Street, Frankston
Phone: 9783 7284**



Why volunteer?

- Experience new challenges, exercise your social conscience, gain satisfaction from doing something that makes a difference to our community.
- Have fun. Meet new people. Apart from making a positive contribution to society, volunteers form social networks and connections with like minded people. Good volunteers are good to be around!
- Personal and professional development. Many people choose a volunteering activity that practices or maintains working skills used in their paid employment.
- Gain communication skills.
- Gain experience to add to your CV. Develop work related skills. Volunteering may be a good opportunity for you to get back into an office environment and use new technology.



What you can offer us

- A fresh perspective and a new point of view
- New skills and abilities
- New ideas, energy and enthusiasm
- Ensure the future of volunteering within the organisation

Your own life experiences can also assist you in your role at the agency.



Some responsibilities as a volunteer

- Be reliable and punctual
- If you cannot meet your commitment, be courteous and inform the organisation
- Attend all required training sessions
- Keep all information confidential
- Familiarise yourself with policies and procedures of the organisation

Please note:

All volunteers working at the agency are required to undergo a Police check.



Job roles

- Receptionist
- Information Technology and computer maintenance
- Crisis Intervention (Interviewer)
- Statistics collection and database entry
- Information data development and maintenance
- Administration tasks

All volunteer workers are provided with training and support to successfully carry out their tasks.



Crisis Intervention (Interviewers)

An accredited Community Worker course must be completed before working in an interview situation with a client. Training is available to selected volunteers who are taught skills in interviewing, communication and the provision of information.

On completion of the course, interviewers are required to attend ongoing training to update and improve their skills and keep informed of current issues.



Work ethics

Development of workplace ethics is an important aspect of staff training at the agency where the work environment is appropriate and there is an expectation that both volunteers and paid staff abide by the same work ethics.

Workplace ethics relate to understanding organisational structure, policies and standards of work. The difference between the agency and a business environment is that we provide a more nurturing atmosphere when assisting volunteers through their training or placement. Consequently, many volunteers are given extra confidence when they go on to employment or tertiary education.