



## VOLUNTEER ROLE DESCRIPTION

<b>VOLUNTEER ROLE</b>	Administration Support
<b>DIVISION</b>	Retirement and Aging
<b>DEPARTMENT</b>	Brotherhood Community Care
<b>REPORTS TO</b>	Administration Coordinator
<b>VOLUNTEER HOURS</b>	7 hours per month (1 day per calendar month)

### ORGANISATIONAL PURPOSE

The Brotherhood of St Laurence (BSL) employs over 1200 staff and is supported by approximately 1200 volunteers. Our work is focused in Melbourne and Victoria but branches out through our partners to every state and territory in Australia.

In contemporary Australia, poverty and disadvantage have a strong geographic dimension. The focus of our work is increasingly on places as well as groups of people experiencing hardship such as early school leavers and the unemployed. We create programs which prevent and alleviate poverty during four key life transitions: childhood, adolescence, midlife and retirement.

One of our priorities is to work with state and federal governments and other community organisations to scale up our successful programs. The Brotherhood's approach is informed by the best evidence, including the work of our own research and policy department.

### DEPARTMENTAL PURPOSE

The Retirement and Aging Division at the Brotherhood of St Laurence provides residential services and independent living accommodation for people on low incomes and home based services for older people and people with disabilities living in their own homes.

The Brotherhood aims to be the leader in community care in Victoria, not only in the provision of quality services but also in undertaking research, policy development and advocating on behalf of our consumers and the sector. At the Brotherhood the focus is enabling consumers to flourish. Our service model is based on the Enhancing Capabilities Approach which ensures that consumers experience a trusting environment that provides the opportunities and choices that enable them to live lives they have a reason to value. This encompasses valuing diversity, including individual cultural preferences, sexual orientation and gender identity. Professional person centred care and appropriate support is provided to maximise consumer independence and autonomy.

### Brotherhood Community Care (BCC) includes:

- **Home Care Packages (HCP)** supports people with complex physical and/or psychological needs including frail, older, vulnerable people and people with a disability, to live in the community by providing advisory, case management and support services. These services are delivered across various sites in Melbourne.

- **Brotherhood Home Care (BHC)** provides services within a person's home through the provision of personal care workers who provide in-home assistance and support to access the community.

## **ROLE PURPOSE**

The Administration Support will assist the Administration Coordinator with Brotherhood Home Care Services administrative tasks.

In this role, you will be assigned tasks by the Admin Coordinator or team member, typically involving (but not limited to) assisting the Accounts team in sorting and posting out monthly invoices and statements under the direction of the Accounts Receivable team.

## **ROLE TASKS**

- Sorting and stapling invoices and statements together
- Using the enveloping machine to prepare them for posting
- Franking envelopes
- Other repetitive administration tasks as required

## **WE ARE LOOKING FOR**

We are looking for someone with:

- Attention to detail
- Ability to complete repetitive tasks in a timely manner

## **ORGANISATIONAL RELATIONSHIPS**

Internal Liaisons: Administration Coordinator and Accounts Receivable team

External Liaisons: None

## **CONDITIONS OF VOLUNTEER INVOLVEMENT**

1. This role requires a police check and an Aged Care Statutory Declaration. Your volunteer role will not begin until the necessary checks are complete.
2. Volunteers are requested to take responsibility for their own and others' workplace health and safety and to adhere to policies which keep the Brotherhood of St Laurence a workplace committed to equal opportunity, free from discrimination and harassment.
3. All Brotherhood volunteers must be eligible to volunteer in Australia.

## **AGREEMENTS**

I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.

I understand that as a volunteer I am required to adhere to Brotherhood of St Laurence policies, procedures and the code of ethical behavior.

In the event of injury sustained in performing my volunteer role I understand that I can make a claim against the Brotherhood of St Laurence's insurance policy for 85% of my non-Medicare costs up to the relevant policy maximums. Activities taken on my own initiative outside of this role are at my own risk.

I undertake to keep all personal or sensitive information about customers and participants, other volunteers and the BSL team in the strictest confidence by only discussing such details within the bounds necessary to undertake my duties and responsibilities as a volunteer with the Brotherhood of St Laurence.

Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_