



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER ROLE	Quality Administration Support
PROGRAM	Finance and Business Enablement
DIRECTORATE	Business Enablement
REPORTS TO	Compliance and Quality Manager

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

Business Enablement relates to every division and activity of the Brotherhood by helping to ensure that our activities are aligned with the strategy and that resources are allocated in the best way to achieve our objectives.

ROLE PURPOSE

The Quality Administration Support, under the guidance of the Compliance and Quality Manager, will provide administration and project support the Quality Team.

In response to the COVID-19 pandemic, this role may initially provide support via a digital platform, changing to face-to-face support only when it is deemed safe to do so.

ROLE TASKS

- Provide administration support to the Quality Team, working groups and meetings as required
- Provide administration support to BE projects and initiatives (eg quality, procurement, risk)
- Word processing, formatting, distribution of reports, agendas, minutes, presentations and general correspondence in line with the organisation style guide

- Plan and prepare for meetings, including the circulation of meeting request, monitor responses, draft agendas, collate and circulate papers and reports to support agenda
- Record and distribute minutes, including action items in a timely manner
- Support and coordinate the reporting functions of the Quality Team
- Support and assist the orientation of new Quality team members

WE ARE LOOKING FOR

We are looking for someone with:

- Basic understanding and experience as a self-motivated administration professional
- Well-developed interpersonal and communication skills
- Ability to identify and resolve problems and make appropriate recommendations.
- Well-developed organisational and time management skills with the ability to plan, prioritise and meet deadlines
- Knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook
- Understanding of and empathy with the values and ideals of the Brotherhood

We are especially keen to involve people who have:

- Tertiary qualification in Quality Management or related field

ORGANISATIONAL RELATIONSHIPS

Internal Liaisons: BSL Staff

External Liaisons: External stakeholders

CONDITIONS OF VOLUNTEER INVOLVEMENT

1. This role requires a police check. 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: _____