



## APPLICATION KIT

YP Community Transport Inc supports a variety of services predominantly across three Council areas: Barunga West, Copper Coast and Yorke Peninsula via the central office. The service currently support 3,000 clients, 170 volunteers and staff totaling 182 workers across the region.

### VISION

YP Community Transport will be a sustainable service provider of first choice, meeting the changing needs of our community and environment.

### MISSION

Co-ordinate, broker or provide appropriate services to our community, enhancing independence and quality of life at home.

### ORGANISATIONAL VALUES

We value

- Our volunteers and staff
- Our community
- Privacy & confidentiality
- Safe and respectful service
- Transparency in governance & service provision

### STAFF CULTURE

- To work and make decisions that support the culture of the team
- To behave and respond in a professional and respectful manner
- To share knowledge in a way that builds and nurtures others
- To build communication that is underpinned by trust, confidentiality and respect
- To encourage and celebrate achievement & success with individuals and as a team
- To deal with conflict by going straight to the source

### POSITION SUMMARY

**Title:** VOLUNTEER SUPPORT OFFICER

**Instrument:** YPCT Inc Community Services Workers Enterprise Agreement No 01

**Level:** Part time contract, level 3, 0.5 FTE

## **Purpose of the Role**

Work within the dedicated Volunteer Support Team and engage, train and support new and existing volunteers of YP Community Transport.

## **Main Duties and Responsibilities**

- Support all aspects of volunteering within YP Community Transport including: recruitment, induction, on-going training, support and day to day running of volunteers.
- Work within the bounds of the 'National Standards for Volunteer Involvement'.
- Ensure quality communication with volunteers by supporting the Volunteer Cycle of Engagement.
- Adhere to policy and procedure to meet regulatory and compliance standards.

## **Experience and/or Qualifications**

- Completed Year 11 or relevant life / work experience
- Experience in working with volunteers

## **Specialist Knowledge and Skills**

- Effective time management skills
- Ability to work under direction from senior officers and seek advice where established procedures are not documented

## **Skills & competencies**

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

## **Personal attributes**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

## **Other**

- Clean driving licence

## **Salary Sacrifice**

As YP Community Transport Inc is an organisation with: Not for Profit, Charitable and Public Benevolent Institution status Therefore staff can take advantage of salary packaging solutions.

## **SELECTION CRITERIA**

### **ESSENTIALS**

1. Experience in working with volunteers
2. Ability to work under direction from senior officers and seek advice where established procedures are not documented
3. Well-developed customer service focus including the capacity to communicate clearly and concisely
4. Demonstrated capacity to accept assist and support others as required and get on with team members
5. Effective time management skills
6. Sound knowledge of administrative procedures, policies and activities applicable to the position
7. Computer literacy and keyboard skills, with an emphasis on Microsoft Word, Outlook, Excel and Publisher
8. Current Class Clean C Drivers License

### **DESIRABLES**

1. Positive approach to change

## **APPLICATIONS**

If you have the above skills and are looking for an exciting and rewarding career, please send us your application either by post: Volunteer Support officer, PO Box 395, MINLATON SA 5575 or emailed to [julie.mason@ypcommunitytransport.org.au](mailto:julie.mason@ypcommunitytransport.org.au)

For further information about this position or YP Community Transport, please contact Julie Mason, Regional Manager on 0458 062 219

We look forward to hearing from you.

**Applications Close: Thursday 11<sup>th</sup> April 2019, 5pm.**

**Applications must address the essential and desirable criteria with examples that demonstrate experience and knowledge to be considered.**

Please note that only short listed applicants will be contacted.