

# Volunteer Role Description

We hope that all North Richmond Community Health (NRCH) volunteers will help us work towards improving the health of our community through a shared vision and values.

**NRCH Mission:**

Building healthy communities by making healthcare more accessible and culturally relevant

**NRCH Vision:**

Healthcare that builds community

**NRCH Values:**

Innovation, embracing diversity, equity of access, organizational learning, respect for others, openness, connectedness with our community

Volunteer Role Title	Volunteer Ambassador
Reports to: (position and name)	Senior Administrator, Fernanda Wadhoomall
Hours: (day, shift duration, frequency)	9.30 to 2.30 weekly (preferred)
Location:	North Richmond Community Health 23 Lennox Street, Richmond
Purpose of the role:	This position will enhance the experience of clients accessing NRCH Services. Specifically, the role will: <ol style="list-style-type: none"> <li>1. Contribute to a welcoming environment, and be a point of contact for clients' questions, support, and directions.</li> <li>2. Refer questions to Reception Staff when appropriate.</li> </ol>
Duties:	Working in pairs, you will: <ol style="list-style-type: none"> <li>1. Greet visitors / clients as they arrive at the Centre.</li> <li>2. Explain and assist with the check-in process, including requirements for COVID safety (temperature testing, maintaining physical distance and using Personal Protection Equipment correctly for example)</li> <li>3. Assess the need for escalation points for clients presenting with COVID like symptoms, injury, or in pain for example</li> </ol>

	<ol style="list-style-type: none"> <li>4. Direct visitors to the service they have an appointment with.</li> <li>5. Answer visitor questions and liaise with staff to find the answer if unsure.</li> <li>6. Maintain a friendly approach to help visitors feel comfortable and relaxed, using language support as appropriate.</li> <li>7. Arrange for support when visitors require help with mobility, or accessing information.</li> <li>8. Assist with gym membership sales as required with the support of the Health Promotion team.</li> <li>9. Support clients and visitors to provide feedback using NRCH feedback forms.</li> </ol>
Selection Criteria - Essential	<ul style="list-style-type: none"> <li>• Client focused and/or Customer Service experience.</li> <li>• Calm and friendly interpersonal skills.</li> <li>• Clear communication skills.</li> <li>• Ability to remain respectful and calm in stressful situations such as unpredictable or aggressive behaviour.</li> <li>• Willing to seek support and advice as required.</li> <li>• Reliable.</li> <li>• Ability to monitor activity across the area for potential risks. to the safety and well-being for visitors.</li> <li>• Inclusive non-judgmental attitude.</li> <li>• Collaborative team member.</li> </ul> <p>Participate in induction and ongoing training.</p>
Selection Criteria - Desirable	<ul style="list-style-type: none"> <li>• Experience working within a diverse community.</li> <li>• Qualifications in Community Services, Allied Health, Customer Service, Mental Health or similar.</li> <li>• Bi-lingual.</li> </ul>

Conditions of appointment:

- Participation in training provided to prepare candidates for the role
- Clear National Police Check
- Current Working with Children Check
- If required, clear International Police Check
- Commitment to comply with NRCH policies and procedures, Code of Conduct

This is a volunteer role and does not mean the successful candidate will be offered a paid position.  
I have read and agree to undertake the duties and conditions of this volunteer role description.

Print Name:

Signature:

Date: