

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	Visitor Liaison Volunteer – information and Support
Reports to: (position and name)	Senior Administrator, Fernanda Wadhoomall
Hours: (day, shift duration, frequency)	9.00 to 2.30 weekly (preferred) Day negotiable, preferably Monday.
Location:	North Richmond Community Health 23 Lennox Street, Richmond
Purpose of the role:	This position will enhance the experience for all visitors accessing NRCH. Specifically, the role will: <ul style="list-style-type: none"> 1. Contribute to a welcoming environment, and be a point of contact for all visitors, questions, support, and directions. 2. Refer questions to Reception Staff when appropriate. 3. Monitoring the well-being and comfort of all visitors.
Duties:	Working in pairs, you will: <ul style="list-style-type: none"> 1. Actively greet visitors / clients as they arrive at the Centre. 2. Familiarise yourself with the day's activities, meetings, support services and their locations/times to offer quick directions. 3. Advise relevant staff of arrivals and appropriately assist visitors to the correct area.

	<ol style="list-style-type: none"> 4. Answer questions or seek answers when unknown. 5. Assess the need for escalation points for clients presenting with COVID like symptoms, injury, or in pain for example 6. Maintain a friendly approach to help visitors feel safe, comfortable and relaxed, using language support as appropriate. 7. Arrange support when visitors require help with mobility, or accessing information. 8. Assist new clients to register with the service. 9. Assist with gym membership sales as required with the support of the Health Promotion team. 10. Support clients and visitors to provide feedback using NRCH feedback processes. 11. Provide administration support for reception when available to do so.
<p>Selection Criteria - Essential</p>	<ul style="list-style-type: none"> • Client focused and/or Customer Service experience and skills, including problem solving skills. • Good interpersonal skills. • Clear communication skills. • Ability to remain respectful and calm in stressful situations such as unpredictable or aggressive behaviour. • Ability to use digital technology or capacity to learn. • Willing to seek support and advice as required. • Reliable. • Ability to monitor activity across the area for any potential risks to the safety and well-being of anyone. • Inclusive non-judgmental attitude. • Collaborative team member. <p>Participate in induction and ongoing training.</p>
<p>Selection Criteria - Desirable</p>	<ul style="list-style-type: none"> • Experience working within a diverse community. • Qualifications or experience in Community Services, Allied Health, Customer Service, Mental Health or similar an advantage. • Bi-lingual.

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
- Evidence of COVID vaccinations – currently 3 doses.



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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: