north richmond community health
Wulempuri - Kertheba

Volunteer Role Description

At North Richmond Community Health we welcome volunteers who share our vision and want to contribute to our Strategic Priorities 2024-27.

Our Vision is to enhance lives and strengthen community.

Our purpose is to pursue care solutions with a strong focus on addressing health inequity.

Our Strategic Priorities 2024-27 are to:

- Enable affordable and sustainable healthcare solutions that foster connection and community.
- Be a safe place for harm reduction and addiction services.
- Advocate for the rights of the residents of the North Richmond Housing Estate to be respected and upheld.
- Create a thriving organisation and workforce.

The Values we bring to our work are:

• Making a difference • • Being courageous • • Working together • Embracing diversity •

Volunteer Role Title	Community liaison volunteer
Reports to: (position and name)	On Tuesday and Thursday - Muzna Kashif, Administration Manager (Report to Hannah McVean in Muzna's absence.) On Wednesday - Hannah McVean, Manager Community Engagement. (Report to Nicolette Vaszolyi in Hannah's absence)
Hours: (day, shift duration, frequency)	Time 9.00am - 12.30pm Shifts are available on Tuesday, Wednesday, and Thursday Day/s to be negotiated with successful candidates. Weekly shifts to be shared between volunteers
Location:	North Richmond Community Health 23 Lennox Street, Richmond, VIC 3121
Purpose of the role:	This role aligns with the NRCH strategic priorities: *To Enable affordable and sustainable healthcare solutions that foster connection with community, and* *Creating a thriving organisation and workforce.* Your role will enhance the experience of visitors, community members, and the NRCH workforce. Specifically, you will achieve this by:

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23 Lennox Street Richmond
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	1. Welcoming all visitors in a professional, friendly, and approachable manner. 2. Being a visible general point of contact for all visitors, using a no wrong door approach. 1. Referring questions to Administration Staff when appropriate.
Duties:	Working in pairs, you will: 1. Actively contribute to a welcoming environment by greeting visitors/clients as they arrive at the Centre. 2. Helping visitors find the correct area at NRCH and register at reception as required. 3. Providing directions to activities and events at and near NRCH. 4. Helping visitors and service providers to check in using the iPad at the front desk. 5. Being aware of the day's activities, meetings, support services, and their locations/times to offer quick directions. 6. Assisting visitors find activities at other NRCH spaces including the North Richmond Community Hub. 7. Maintaining a friendly approach to help visitors feel safe, comfortable, and relaxed, using language support as appropriate. 8. Monitoring activity across the area for any potential risks to the safety and well-being of others. 9. Promoting NRCH community activities and events to interested visitors/clients. 10. Assisting to recruit community champions – people who have an idea for a community activity that builds pride in place, social connection, common ground. 11. Answering questions and seeking answers when unknown. 12. Supporting clients and visitors to complete NRCH feedback forms and/or surveys. 13. Providing support for community engagement team and/or activities, and administration when available to do so. 14. Actively participating in discussions with your supervisor/s about the role and any concerns or suggestions for improvement. 15. Actively participating in a role review process with your supervisor after 3 months of volunteering. 16. Maintaining accurate records of your hours of volunteering to submit to the Volunteer Services Coordinator each month.
Selection Criteria – Essential	• 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. • Willingness to seek support and advice as required. • Reliable, patient, and flexible. • Ability to monitor activity across the area for any potential risks to the safety and well-being of others. • Inclusive non-judgmental attitude. • Collaborative team member. • Participate in induction and ongoing training.
Selection Criteria – Desirable	• Experience working within a diverse community. • Bi-lingual. • Experience and/or knowledge of the North Richmond community and surrounds. • Qualifications or experience in Community Services, Allied Health, Customer Service, Mental Health or similar an advantage.

Conditions of appointment:

- Clear National Police Check
- Current Working with Children Check
- When required, clear International Police Check
- Commitment to comply with NRCH policies and procedures, and Code of Conduct
- Representing NRCH in a way that reflects our values and supports our vision.

This is a volunteer role and does not mean that you will be offered a paid position.
Volunteer declaration:

I have read and agree to undertake the duties and conditions of this volunteer role description.

Print Name: Signature:

Date:

Role Approval – For NRCH employee to complete

Role Description Approved by (name)	Hannah McVean
Job title of person approving the role:	Manager – Community Engagement
Date of Approval:	29th July 2026