

Position Description

Volunteer Administrator

Purpose of job

To be the first point of contact for referrers, clients and visitors and attend to administrative tasks.

Reports to

Senior Counsellor/Team Leader

Key tasks and responsibilities

Client contact

- Welcome clients and visitors to GSS in a friendly and professional manner
- Advise counsellors when clients arrive
- Answer telephone enquiries in a professional and friendly manner
- Complete 'initial contact' form for clients wanting to register with our Service
- Give new clients appropriate paperwork to complete
- Remind clients of upcoming appointments via computer texting
- Accompany counsellors on home visits as required
- Advise Team Leader of any challenging or concerning conversations with existing or new clients.

General administration

- Appointments updated as necessary in electronic calendar
- Check emails and action appropriately
- Close client files in database and associated tasks
- Keep the client outcome spreadsheet up to date

Miscellaneous

- Manage GSS library
- Perform other duties as agreed with the senior counsellor/team leader
- Ensure the office is clean and tidy and any client dishes are done

Hours of work

The hours are 9:00am – 3.45pm on a Friday, being 6.25 hours per week. Cover for our Administrator (paid) on other days during times of leave may be negotiated.

Lunch breaks are 30 mins.

Person specification

This section lists the main experience and skills required for the position.

Essential	Highly Desirable
Experience	
Office experience	Experience in the social service / health sector
	Reception / customer service experience
	Sole charge experience
	Experience in a confidential environment
Skills	
Computer literate including internet, email, word, excel and good keyboard skills	
A proven ability to understand and learn how to use computer tools (e.g. texting, on-line appointment book)	
An excellent, professional and friendly telephone manner	
Ability to exercise initiative and remain calm within an interrupted environment.	
Can manage blending administrative duties with prioritised attention to our clients	
Holds client and agency information confidentially	
Ability to draw clear professional boundaries	
Manages professional relationships pleasantly	
Ability to work independently with minimal supervision and as part of a team	
Pays attention to detail and works accurately	
Personal Qualities	
Calm, warm, respectful and confidential	
Honest with integrity, maturity and empathy	
Tolerant and non-judgemental	
Takes pride in personal presentation	
Works independently and enjoys being part of a team	
Systematic and organised	
A clean police check	
Can provide referees	