



## VOLUNTEER POSITION DESCRIPTION AND AGREEMENT

Volunteer Liaison and Donation - Role Outline	
<b>Name of Area</b>	Administration (Sustainability)
<b>Purpose of the role</b>	<p>The Volunteer Liaison and Donation role involves working closely with both the Warehouse Store person and our Administration team to ensure donations are received and processed with care.</p> <p>In the Volunteer Liaison and Donation role, your main area of focus will be to warmly welcome visitors at the door, ensure they are attended to while establishing the reason for their visit and then appropriately liaising with the appropriate staff member. If they are donating items, ensure their donations are warmly received, and paperwork assigned—whether material aid or monetary—and help ensure their contributions are directed to the right place.</p> <p>You will also support the Warehouse Store person by transporting donations to the warehouse using a trolley.</p>
<b>Location</b>	258 Hutt St Centre- Admin Building Reception area
<b>Role supervised by</b>	Team leader Sustainability
<b>Role Schedule</b>	Thursdays and/or Mondays 9am -12:30pm (can be flexible)
<b>Time Commitment</b>	One shift per 2 fortnights to allow enough training.
<b>Dress code</b>	Comfortable pants, supplied volunteer polo shirt & badge or orange lanyard, flat closed in shoes.
<b>Key Duties</b>	<p><i>List the main duties. Example:</i></p> <ul style="list-style-type: none"><li>• Warmly greet and welcome visitors at the door, ensuring a positive first impression of the organisation.</li><li>• Provide clear and accurate information to visitors regarding donation processes and requirements.</li><li>• Assist in directing visitors to the appropriate staff member or department as needed.</li><li>• Receive material donations at the reception area in a courteous and efficient manner.</li><li>• Support donors completing required documentation for material and/or monetary donations.</li><li>• Liaise with the Warehouse Store person and assist with the safe transfer of donations to the warehouse, using a trolley where appropriate.</li><li>• Provide general support to reception staff, including sorting and distributing mail, as well as undertaking other ad hoc administrative tasks as required.</li></ul>
<b>Physical Requirements</b>	<ul style="list-style-type: none"><li>- Be physically fit</li><li>- Operate a heavy entrance door as part of visitor and donation management duties.</li><li>- Remain on their feet for approximately 50% of each shift.</li></ul>

	<ul style="list-style-type: none"> <li>- Walk regularly between the reception area and the warehouse, using a trolley to transport donations and materials.</li> <li>- Transition frequently between sitting and standing positions, including getting on and off a chair throughout the shift.</li> </ul>
<b>Desired Skills, Knowledge and Experience</b>	<p>The following skills, knowledge and experience are necessary:</p> <ul style="list-style-type: none"> <li>• Warm clear and concise speaker</li> <li>• Friendly welcoming demeanour</li> <li>• An interest in learning about donations and the guidelines around them</li> <li>• Relatively agile, with the ability to move well when sitting to standing over the period of the shift</li> <li>• Basic typing skills a bonus</li> </ul>

<b>General Hutt St Centre Volunteer Requirements</b>	
<b>Our Purpose</b>	Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness.
<b>Organisational Expectations</b>	<ul style="list-style-type: none"> <li>• Treat all clients, staff, and volunteers with dignity and respect</li> <li>• Uphold confidentiality, professional boundaries, privacy, and ethical standards</li> <li>• Commit to safe, inclusive, and respectful volunteering</li> <li>• Reliability and ability to demonstrate initiative</li> <li>• Good communication and listening skills</li> <li>• Willingness to learn, participate and work in a team</li> <li>• Commitment to the principles of client wellbeing</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure you sign in and out of your shift</li> <li>• Comply with all policies, procedures and instructions in relation to work, health and safety (WHS)</li> <li>• Keep your work area free of hazards and follow all reasonable directions by your supervisor</li> <li>• Record all hazards or incidents to your supervisor as soon as reasonably possible</li> </ul>
<b>Volunteer Requirements</b>	<ul style="list-style-type: none"> <li>• A satisfactory National Police Check</li> <li>• A satisfactory DHS Working with Children Check</li> <li>• Satisfactory Reference Check</li> <li>• Completion of Hutt St Centre volunteer online induction.</li> <li>• Signed Code of Conduct</li> <li>• Comply with all relevant Hutt St Centre Policies and Procedures, specifically relating to work, health and safety (WHS).</li> <li>• Operate in accordance with Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan</li> </ul> <p>Volunteers are expected to comply with all organisational policies and procedures; failure to do so may result in dismissal from the volunteer program</p>
<b>Volunteer Rights</b>	<ul style="list-style-type: none"> <li>• To be treated with respect and valued for your contribution</li> <li>• To receive appropriate training and supervision</li> <li>• To have a safe working environment</li> <li>• To decline shifts or withdraw from the role</li> </ul>
<b>HSC Volunteer Policy and National Standards for Volunteer Involvement</b>	Please refer to the HSC Volunteering Policy for all information and procedures relating to volunteering at Hutt St Centre. Additionally, we are committed to ensuring our volunteer management Practices are aligned to the National

	Standards for Volunteer Involvement (2024). These standards are Australia's best-practice framework for effectively engaging and supporting volunteers to ensure that volunteer involvement is safe, meaningful, well-managed, and inclusive.
<b>Valuing Inclusion and Role Modifications</b>	<ul style="list-style-type: none"> <li>• We are committed to creating an inclusive and welcoming environment for all volunteers, including people of diverse backgrounds, cultures, abilities, genders, and life experiences</li> <li>• We will make reasonable adjustments to this role where possible to support individual needs. This may include modifying tasks, adjusting time commitments, providing alternative formats for training and communication</li> <li>• If you have specific requirements to support your participation, please feel welcome to discuss them during the application or onboarding process. We are committed to working with you to enable meaningful and accessible volunteer involvement</li> </ul>
<b>Better Impact</b>	<ul style="list-style-type: none"> <li>• We use Better Impact as our Volunteer Management software to support our onboarding, communication and rostering. Volunteers are requested to sign up to the platform and download the MyImpact App upon commencement - training and support available upon request</li> </ul>
<b>Support Provided</b>	<ul style="list-style-type: none"> <li>• Role training and support by staff supervisor</li> <li>• 1:1 support with an experienced volunteer</li> <li>• Phone and face to face support from People and Culture Team</li> <li>• Employee Assistance Program (EAP) – free confidential counselling</li> <li>• Additional training and development opportunities in Mental Health Awareness, De-escalation, Cultural Awareness etc</li> </ul>

I have read, understood and agree to the requirements outlined in this volunteer position description and agreement document.

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Volunteer's Name	Volunteer's Signature	Date