



Baptist World Aid Australia

Volunteer Activity Statement

Title:	Administration & Incoming Phone Assistant
Department:	Community Engagement
Supervisor:	TBA
Coordinator:	Linda Findlayson, Volunteer Program Coordinator
Purpose:	To provide general administration assistance for Baptist World Aid Australia/Transform Aid International's team.
Hours per Week:	1-2 day per week as negotiated. 9:30 - 4:00pm (flexible)
Location:	Baptist World Aid Australia/Transform Aid International head office, North Ryde, NSW.

Main Activities

Phone Support

- Assist with answering incoming phone calls.
- Respond to supporter enquiries as you are able and/or forward queries on to the appropriate staff person.
- Take basic donations from supporters (incoming calls).
- No cold calls requesting donations.

Database Management

- Check information received with donations from supporters and ensure all information is up to date and correct in the Customer Relationship Database. Contact people by phone or email if necessary.
- Sort and process returned mail. Seek to find the new or correct address via available options, such as: phone, white pages, internet, email. If necessary, contact people by phone or email.
- Assist with checking and updating supporter contact details as needed. Through this process you will learn how to use and maintain a CRM database.
- Where further details are found, (or not found), make the appropriate changes to the database, following the correct processes for recording what has occurred on the database.
- Discuss any queries that may arise in conversation with supporters, respond to these as you are able, and/or forward queries on to the appropriate staff person.
- Assist with scanning hard files and linking these to supporter records in the Customer Relationship Database.

Other

- Assist with other related administrative tasks where needed as agreed in consultation with staff.

Requirements for Volunteer Role

Essential

- Demonstrated computer skills including Microsoft Office.
- Demonstrated administration skills.
- Demonstrated initiative and problem solving skills.
- Demonstrated high level written and spoken English communication skills
- Demonstrated clear and effective phone manner.
- Demonstrated ability to work co-operatively in a team environment.
- Accuracy and high attention to detail.
- Ability to work independently without direct supervision.
- Commitment to Baptist World Aid Australia/Transform Aid International's Vision, Mission and Mandate.

Desirable

- Experience with working with databases or Customer Relationship Management systems.
- Excellent client liaison and relationship skills
- Understanding of Christian principles in development.
- Willing to assist with other administration tasks where needed.

General Notes

Baptist World Aid Australia is a wholly owned subsidiary of Transform Aid International.

Continuous Improvement and Best Practice

As a volunteer of Baptist World Aid Australia/Transform Aid International, which has a core value of being "committed to excellence and quality by being a creative and learning organisation", you will be able to participate in any continuous improvement exercises and seek best practice in fulfilling your role.

You will be required to become familiar with and follow Baptist World Aid Australia/Transform Aid International's policies and procedures for volunteers. You will also have the opportunity to contribute to the ongoing development and improvement of Baptist World Aid Australia/Transform Aid International's policies and practices.

Insurance

As a Baptist World Aid Australia/Transform Aid International volunteer, you will be covered by our insurance whilst in the North Ryde office. However, if you have volunteer tasks that are completed at home, you will not be covered by Baptist World Aid Australia/Transform Aid International's personal accident insurance policy. For work healthy and safety reasons, if you are completing volunteer tasks in your home, it is your responsibility to ensure that you have a safe working environment.

Training

- Initial training will be provided by your supervisor, as well as ongoing training and support where needed.

Check In

- After 4 weeks there will be a “check in” to consider the suitability of the role and make adjustments as needed.

Feedback

- Volunteers will have an Annual Support Meeting with the Volunteer Program Coordinator (or phone conversation if out of the Head Office). This will be a chance to give and receive feedback and encouragement on your work, as well as an opportunity to formally discuss your role. Ongoing informal support and feedback is also provided by staff and is available as needed.

Resources

- A workstation will be provided along with all other equipment required to complete tasks assigned to you.

Volunteer Support

- Training – initial and ongoing
- Annual Support Meeting
- Ongoing informal support and feedback as needed
- Fellow volunteers
- Staff members
- Baptist World Aid Australia/Transform Aid International Chaplains
- Regular communication by way of fortnightly newsletter

Work Health and Safety and Equal Employment Opportunity

It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions.

You shall also cooperate in implementing Work Health and Safety legislation and standards.

You are also accountable and responsible for complying with all Baptist World Aid Australia/Transform Aid International policies and procedures designed to eliminate discrimination in the workplace.

Child Safe Organisation

Baptist World Aid Australia/Transform Aid International is a child safe organisation and all employees/volunteers are required to read and understand our child protection policy, and in addition, sign and abide by our Child Safe Code of Conduct.

All employees/volunteers are required to provide authorisation for a National Police Check and are required to gain a NSW Working with Children Check (or the equivalent if residing in a different state).

Compliance:

It is your responsibility to ensure compliance with TAI policies and procedures, legislation, as well as requirements of relevant regulatory bodies, including ACFID and DFAT.

Volunteer Name:	
Volunteer Signature:	
Date:	
Supervisor Name:	
Supervisor Signature:	
Date:	