

POSITION DESCRIPTION – Private Tenancy Support Office Volunteer

Position Title	Private Tenancy Support Office Volunteer	Department	Private Tenancy Support Service
Location	Innaloo	Direct/Indirect Reports	N/A
Reports to	Private Tenancy Support Manager	Date Revised	June 2012

■ Position Summary

The Private Tenancy Support Service Office Volunteer will provide administrative support to the Private Tenancy Support Service team to deliver efficient administrative recordkeeping, communication and office management in the provision of the team's objectives to our service recipients, Red Cross and the funding body.

■ Position Responsibilities

Key Responsibilities

- Assistance with client files, including creating new client files both electronically and hard copy
- Filing current documents and electronic records and archiving or destroying old records and documents in line with Privacy regulations
- Answering phones and taking messages – including alerting the staff member concerned for their attention and action.
- Directing postal or electronic correspondence to the relevant PTSS staff for action
- Data input to online service data management system, to Red Cross internal and external funding body record management and information spreadsheets
- Assistance with other duties and activities as requested

■ Position Selection Criteria

Technical Competencies

Skills:

- Strong communication skills both written and verbal
- Administrative skills with some experience in the Microsoft Office suite of program including Word, Excel and database use
- Organisational and time management skills
- Ability to maintain a non-judgmental attitude.
- Ability to maintain confidentiality at all times.
- Flexibility, resourcefulness and initiative.
- Availability of approximately 4/6 hours per week.
- Willingness to attend relevant training and workshops.

Desirable:

- Interest in the socio-economic and other dynamics impacting the security of housing, risks of homelessness, social inclusion and life-opportunity.
- Understanding of the private rental sector in WA

- Interest in Tenancy Support and the relief of housing disadvantage
- Exposure to a welfare / human service / care and support organisation or role
- Previous experience in an office environment

Qualifications/Licenses

- Adherence to practices that ensure Red Cross remains a child-safe organisation.
- Successful completion of the Red Cross Criminal Check and a Working with Children Check.

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**
Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**
Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

□ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.