

Office Volunteer Position Description

To be signed by each office volunteer upon registration.

Name of volunteer	
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This is a formal document, registering you as a volunteer in the office of U3A City of Melbourne Inc. Please read it carefully before completing and signing it. By doing so, you agree to the rights accorded to you, and accept the responsibilities required of you as a U3A City office volunteer.

About U3A City of Melbourne (U3A City)

We are a not-for-profit incorporated organisation with the mission of improving the quality of life and well-being of our members through contact and participation in academic, creative and social programs. We are funded through membership subscriptions and some government grants. All our functions – tutoring, management and administration - are carried out by volunteers; there are no paid staff. A committee, elected by members, is responsible for our business affairs and overall management.

About the office

The U3A City office is open from 9.45 am to 3.00 pm, Monday to Friday, with a four-week break over Christmas. It is staffed by about 20 volunteers who are rostered in pairs for one day per fortnight. New volunteers are teamed with more experienced ones. There is no office manager - instead, a number of senior volunteers share office management and coordination responsibilities and are the first point of contact for problem-solving.

Benefits for you as an office volunteer

- Feel valued for being an integral team member of U3A City of Melbourne.
- Share and expand your knowledge, skills and experience.
- Be eligible for priority enrolment in yearlong courses.
- Make new friends, develop new networks.
- Possibly advance to senior administration and/or committee work.

Benefits to U3A City of Melbourne

- Our volunteers ensure our ability to provide a valuable service to older members of the community.
- Our services grow in scope and quality according to the contributions of volunteers.

Office volunteer role

As an office volunteer your job, in collaboration with others, is to provide members, tutors and any other interested persons with friendly reception and advice about the programs and activities of U3A City; and to help the office function efficiently by providing clerical and administrative services. Main duties are:

- Greeting visitors to the office and answering enquiries.
- Answering and making telephone calls.
- Handling and receipting payments, plus banking when required.
- Processing membership documentation, including database entry if you wish.
- Managing class rolls and waiting lists.
- Dealing with incoming and outgoing mail, including emails.
- Helping to keep the office and office materials, documents and equipment in good order.

Qualities and attributes needed

- Cheerful friendly disposition and ability to relate to people of various ages, abilities and backgrounds.

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- Good communication skills and ability to work in a team.
- Ability to work methodically and pay attention to detail.
- Reliability, ability to work unsupervised and use initiative to solve problems.
- Computer literacy is desirable, particularly the ability to use email.

U3A City volunteer code of conduct

As a registered office volunteer you agree to maintain a professional standard of behaviour by:

- Attending reliably as per the duty roster, and forewarning of unavoidable absences.
- Representing U3A City of Melbourne in a friendly, helpful and positive way at all times.
- Showing respect, courtesy and consideration to everyone who visits or contacts the office.
- Providing services to the best of your ability and carrying out all work responsibly and ethically.
- Observing strict confidentiality in handling personal information to which you have access, in accordance with privacy legislation.
- Not disclosing contact details of any U3A City member or tutor to anyone external to the organisation without their permission.
- Not discussing confidential issues or restricted information with others either outside or inside the organisation, except when it is appropriate in the course of your duties.
- Avoiding all forms of discriminatory behaviour in regard to nationality, ethnicity, gender, sexuality, culture, religion, age, race, sexual orientation, and mental or physical disability.
- Not using U3A City of Melbourne money, materials, facilities, equipment or premises for personal use, unless permission has been sought and granted by a senior volunteer.
- Practising and promoting workplace health and safety procedures as specified in your handbook.
- If dissatisfied, following the grievance procedures set out in your handbook.

Induction, training and support

Before being rostered for regular office duty, you will be provided with several days of on-the-job training with a senior volunteer, supported by your own copy of a handbook and procedures manual. Once rostered for duty, you will be paired with a more experienced volunteer. Continuing support will be provided by your designated senior volunteer, and other senior staff as required.

Trial period

The first two months following your registration as an office volunteer will be regarded as a probationary period during which either you or U3A City may choose to end the volunteering relationship following assessment and discussion between you and a senior volunteer.

Other terms and conditions of service (see also the Office Volunteer Handbook)

Reimbursement of expenses.

Expenses incurred on behalf of U3A City are eligible for reimbursement when approved by a senior volunteer. However, this does not include your normal travel costs to and from the office. See your handbook for more information.

Insurance cover.

We are covered by the Victorian Managed Insurance Authority (VMIA) which includes volunteers' personal accident insurance. The accident cover applies only to members in the course of performing voluntary work for the organisation, including when travelling to and from the office or other venues for voluntary work purposes. See your handbook for more information.

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Occupational Health and Safety.

U3A City is committed to providing and maintaining a safe and healthy working environment, in accordance with our own values and the requirements of the various Occupational Health & Safety Acts, associated Regulations and Codes of Practice. See your handbook for more information.

Grievance procedure.

If you are unhappy about your work conditions or feel that you have been unfairly treated, you should raise this issue initially with a senior volunteer, or with the President, for immediate and confidential assistance. See your handbook for more information.

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Position details

Location of position	Room 2.19, Ross House, 247 Flinders Lane, Melbourne, 3000	
Hours of work	Weekday 9.45 am to 3.00 pm. Variation by negotiation and agreement.	
Reports to	Designated senior volunteer:	
Start date:	
End date:	Reason

Registration agreement

I would like to become an office volunteer in U3A City of Melbourne Inc. I have read and I accept the foregoing terms and conditions and agree to abide by the code of conduct. I understand that my appointment will be subject to a review in two month's time, at which time either I or U3A City may terminate the relationship.

Name
Signature
Date
Date of review (in 2 months time)
Appointment confirmed

This document has been prepared in line with the *Definition and Principles of Volunteering* as promulgated by Volunteering Victoria – see page 4.

VOLUNTEERING VICTORIA DEFINITION AND PRINCIPLES OF VOLUNTEERING

Definition of formal volunteering

Formal volunteering is an activity which takes place in not for profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions only

Principles of volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental, cultural and social needs
- Volunteering is an activity performed in the not for profit sector only
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

Volunteer rights and responsibilities

Unlike paid staff, volunteer staff are not covered by award conditions or work-place agreements. Volunteers, however, do have rights and responsibilities, some of which are enshrined in legislation and some of which are the moral obligations of an organisation involving volunteers.

As a volunteer you have the RIGHT to:

- information about the organisation for which you are volunteering
- a clearly written job description
- know to whom you are accountable
- be recognised as a valued team member
- be supported and supervised in your role
- a healthy and safe working environment
- be covered by adequate insurance
- say no if you feel you are being exploited
- be reimbursed for out-of-pocket expenses
- be advised of the organisation's travel reimbursement policy
- be informed and consulted on matters which directly or indirectly affect you and your work
- have access to a grievance procedure orientation and training
- to be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation
- to be given a copy of the organisation's volunteer policy and any other policy that affects your work
- not fill a position previously held by a paid worker
- not do the work of paid staff during industrial disputes
- have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988

As a volunteer you have a RESPONSIBILITY to:

- be reliable
- respect confidentiality
- carry out the specified job description
- be accountable
- be committed to the organisation
- undertake training as requested
- ask for support when you need it
- give notice before you leave the organisation
- value and support other team members
- carry out the work you have agreed to do responsibly and ethically