

Position Description	
1. Position Title	Volunteer- Assistant
2. Service	Corporate
3. Program	Coles and Aldi Collections
4. Location	Various
5. Reporting Manager/ Coordinator	Greg Barton
6. Relevant Award(s)	Social, Community, Home Care and Disability Services
7. Position Terms	Volunteer
8. Requirements	Current Working With Children Check
9. When	Monday, Wednesday and Friday, hours are voluntary with flexibility available. We ask how ever that the minimum of completing the deliveries on the days attending. This can range from 1-3hrs. More can be provided if this is sought by the volunteer.

Competencies and Outcomes
Essential: <ul style="list-style-type: none"> I. Driver's Licence II. Working with Children Check employee number
Desirable: <ul style="list-style-type: none"> I. An understanding of the Tamworth Family Support Programs II. Demonstrated knowledge of Work, Health and Safety (WHS) practices and guidelines

Tamworth Family Support Service Values
TFSS Vision Thriving Communities, Endless Possibilities
Mission We work toward achieving our vision through our purpose, which is to: <ol style="list-style-type: none"> 1. Strengthen and improve social and personal well-being for individuals, families and communities; 2. Promote access, equality and social justice; and 3. Deliver services of quality and value.

Organisation Objectives
<p>Tamworth Family Support Service (TFSS) is a non-government, community based organisation that has been delivering services to families in Tamworth since 1979. It has more than 90 staff across all programs, operating in Tamworth and surrounding areas including Quirindi, Manilla, Gunnedah, Narrabri and Barraba.</p> <p>TFSS now comprises of multiple funded programs. These include Government funded programs that are free to the community. The aim of the Tamworth Family Support Service is to provide help to people in need, ensuring each client receives professional and appropriate services and referrals.</p>

TFSS Vision

Thriving Communities, Endless Possibilities

Mission

We work toward achieving our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families, and communities;
2. Promote access, equality, and social justice; and
3. Deliver services of quality and value.

TFSS Values

TFSS is supported by a set of values which guide the way we work, make decisions, and provide services.

We define these values as:

- Diversity: To accept and appreciate differences
- Integrity: To always act with honesty and professionalism
- Community: To have a sense of responsibility and contribution
- Leadership: To utilise our position to drive change
- Partnerships: To work collaboratively to deliver the best outcomes

Program and Position Objectives

To provide support the TFSS programs through the collection and delivery of donations to various organisational sites

Duties

- Pick up of goods from Local Businesses
- Recording of donated goods
- Communicating with program staff of when and what has been donated
- Deliver to locations as requested or directed

Key Accountabilities

Key Performance Area	Expected Outcomes	Key Performance Indicator/s
Key Competencies	<ul style="list-style-type: none"> • Build and maintain a professional rapport with each service program within TFSS • Implement an understanding of the Children and Young Persons (Care & Protection) Act [1998] • Prioritise to achieve the objectives of TFSS and the objectives of each program • Provide appropriate communication based on the audience receiving • Follow processes and systems to maintain accurate records. 	As required
Responsibilities	<p>A position at this level may include some of the following inputs or those of a similar value:</p> <ul style="list-style-type: none"> • undertake routine activities of a clerical and/or support nature; 	As required

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> undertake straightforward operation of keyboard equipment including data input and word processing at a basic level; provide routine information including general reception and telephonist duties; provide general stenographic duties; apply established practices and procedures; undertake routine office duties involving filing, recording, checking and batching of accounts, invoices, orders, stores requisitions and maintenance of an existing records system 	
Skills, knowledge, experience, qualifications and/or training	<ul style="list-style-type: none"> developing knowledge of the workplace function and operation; basic knowledge of administrative practices and procedures relevant to the workplace; a developing knowledge of work practices and policies of the relevant work area; basic numeracy, written and verbal communication skills relevant to the work area; at this level employers are required to offer substantial on-the-job training. 	As required
Organisational relationships	<ul style="list-style-type: none"> Work under direct supervision 	As required
Finance and Administration	<ul style="list-style-type: none"> Accurately and objectively report feedback Ensure completion of timesheets and have them sent through to the Program Manager weekly/fortnightly (delete as required) Ensure all appropriate receipts and travel claims are sent through with time sheets 	Meets TFSS policies and procedures
Professional Development	<ul style="list-style-type: none"> Participate in supervision Assist management to identify employee's own professional development needs Attend relevant professional development opportunities in order to fulfil your role Participate in cultural competencies, training and activities Where required, provide in-house training to other Tamworth Family Support Service staff at the completion of training attended outside the service Actively participate in a service evaluation and staff appraisals, review of job descriptions Attend relevant meetings in relation to your role 	<p>Successful completion training courses</p> <p>Applied knowledge and skills in the workforce</p> <p>90%</p>
Workplace Standards	<ul style="list-style-type: none"> Understand and comply with Tamworth Family Support Service policies, procedures and workplace standards Maintain and ensure privacy and confidentiality 	As per TFSS policies and procedures

Key Accountabilities		
Key Performance Area	Expected Outcomes	Key Performance Indicator/s
	<ul style="list-style-type: none"> Take active responsibility for your own well being in the workplace and gain assistance if required Use TFSS resources efficiently and effectively and treat them with due care Advise your manager or team leader of any obligations in relation to secondary employment Report any improper conduct Assist in the general maintenance, cleanliness and presentation of workplace facilities 	
Safety & Risk Management	<ul style="list-style-type: none"> Take reasonable care of your own health and safety Take reasonable care that your own acts or omissions do not adversely affect the health and safety of others Comply, so far as you are reasonably able, with reasonable instructions, policies and procedures to assist TFSS to comply with the Work Health and Safety Act Raise any concerns in relation to WHS with your Health and Safety Representative or Manager Report all accidents, incidents, injuries, hazards and equipment faults to your Supervisor, Manager or Health and Safety Representative immediately Report to work in a fit and proper condition, so that you are able to competently undertake your duties 	100% compliance as per Tamworth Family Support policies and procedures and relevant Legislation
Client Safety & Child Protection	<ul style="list-style-type: none"> Provide a safe, comfortable physical environment for clients and their children. As a mandatory reporter you have a legal obligation to report to the Community Services Helpline any incidences of child abuse and neglect or if you have reasonable grounds to suspect that a child is at risk of harm to children and/or young people. Report any misconduct committed by staff against a person under 18 years Ensure that your actions do not expose clients or children to harm Assist in the reporting any complaints and investigation of all relevant issues as prescribed by the NSW Ombudsman Act 1974 (NSW) 	As per Children's and Young Person's (Care and Protection) Act Chapter 16 A
Professionalism and Conduct	<ul style="list-style-type: none"> Work as part of a team in delivering quality outcomes for TFSS Maintain professional relationships with TFSS program, Funding Body/s, community at large and all relevant stakeholders 	Meets policy requirements
Complaints	<ul style="list-style-type: none"> All complaints are acted on and handled within policy Manager is aware of complaints ASAP 	Compliance with TFSS Policies and Procedures

Extent of Authority

- Act within policy and procedure
- Work outcomes are clearly monitored.
- Freedom to act is limited by standards and procedures.
- Solutions to problems are found in established procedures and instructions with assistance readily available.
- Project completion according to instructions and established procedures.
- No scope for interpretation.

Decisions that are Referred to your Direct Supervisor

- All issues that require a sign off/approval from the Senior Manager or Team Leader
- Issues outside of policy guidelines
- Complaints from families or service providers
- Requests for new business from Funding Bodies
- Complaints from Funding Bodies

Conditions of Employment:

All TFSS workers are bound by the terms and conditions contained in the TFSS Letter of Engagement, the Position Description, the relevant Industrial Award(s), TFSS Policies, Procedures and the TFSS Code of Conduct, as amended and as endorsed by the TFSS Management Committee from time to time.

It should be noted that you may need to perform other duties within your competence and knowledge as directed time to time to meet our operational needs, and that we reserve the right to vary the above Position Description at any time in response to the changing needs of the organisation.

Employee's Signature

Dated

Employee's Name

Manager/General Manager's Signature

Dated

Manager/General Manager's Name