



Section A	POSITION DESCRIPTION
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Position Details

Part 1

Position Title: Volunteer – Volunteer Support Worker

Location: Legacy House, 293 Swanston Street MELBOURNE

Reports to: Manager Volunteer Support

Hours/Days: TBA

Conditions of Employment:

- This is a voluntary nonpaid position.
- A current National Police Records Check is required
- A signed Volunteer Agreement is required

Position Summary

Part 2

RSL Victoria leads, represents and provides services to over 275 Sub-Branchees across the state and currently has over 200,000 members. The RSL through its staff and volunteers provides assistance to past and present defence force personnel and their families with a range of services including emotional and social support, emergency support, welfare and financial support and home and hospital visits. RSL Victoria also provides services to the commercial operations of the RSL network including the provision of our member loyalty program; RSL Rewards.

Working within the Mission, Values and Objectives of the Returned & Services League (RSL) Victorian Branch, major responsibilities of the role include:

- Support of the Volunteer Management System
- Support of the Client Management System
- Training of database users across the network
- General support to the Volunteer Support Team

Duties & Responsibilities

Part 3

- Administration tasks relevant to the Veteran Services Directorate
- Record volunteer hours and activity on the VMS in a timely manner.
- Support of the Volunteer Management System
- Support of the Client Management System
- Training of database users across the network
- General support to the Volunteer Support Team

Relationships with key stakeholder and service providers

- Maintain a working relationship with all staff at ANZAC House and Volunteers of RSL Victoria

Communication requirements

- Ability to compose emails, internal/external communications and manage correspondence with clients and third parties.
- Communicate with internal and external stakeholders.

Personal Responsibilities

- Maintain a responsive, client-focused approach and ensure the rights, needs and preferences of staff, volunteers and members of the veteran community are respected in all that you do.
- Maintain privacy and confidentiality of all staff, volunteers and members of the ex service community receiving assistance and support through RSL.
- Comply with OH&S and other legislative requirements in relation to own work practices. See RSL Victoria Handbook
- Maintain knowledge and skills relevant to position.
- Raise any concerns immediately with your direct supervisor.
- Promote the mission and values of the RSL in all undertakings and assist with special activities when appropriate and possible.