



<b>Position Title:</b>	Volunteer and Administration Officer
<b>Role Type:</b>	Part Time
<b>Position Located:</b>	Townsville
<b>Background</b>	
<p><a href="#">Palliative Care Queensland</a> (PCQ) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in Queensland. PCQ was established in 1988 and is a membership-based organisation, supporting the individuals, families, carers, community members, as well as specialist and generalist health care professionals working with Queenslanders experiencing serious illness, dying, death and grief. Collectively, the PCQ membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCQ is a founding member of <a href="#">Palliative Care Australia</a>.</p>	
<b>Position Summary</b>	
<p>This position is responsible for coordination of the volunteers and undertaking a broad range of administrative and officer support activities to support the smooth running of the PCQ offices, with a primary focus on responding to enquiries and supporting various teams. An important aspect of this role is to provide a professional image as PCQ's first point of contact.</p>	
<b>Main Tasks and Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Coordinating advertising and other activities to source new volunteers. Respond to volunteer enquiries and applications</li> <li>• Processing volunteer applications, recruiting and select volunteers according to agreed procedures and ensure all volunteers complete their orientation and ongoing training</li> <li>• Oversee the volunteer database (Better Impact) and volunteer information</li> <li>• Ensure an adequate supply of volunteers for PCQ programs, events and activities</li> <li>• Schedule volunteers and check-in with them after their shifts</li> <li>• Communicate with volunteers to allocate volunteer tasks and activities</li> <li>• Provide basic level reports on volunteer activity</li> <li>• Support PCQ team members in administration tasks</li> <li>• Organise and schedule meetings and appointments and provide secretarial support where required (including prepare agendas, update action items pre meeting, record, type and disseminate minutes of meetings, follow up action items as required)</li> <li>• Book, tidy and set up meeting rooms as required</li> <li>• Receive community, health professional and volunteer enquiries, respond compassionately and follow procedures to respond and refer appropriately. Document enquiries in the PCQ Customer Relationship Management (CRM) system and outgoing correspondence and create a monthly summary report</li> <li>• Provide general secretarial/administrative support including work processing, minute taking, data entry, filing, resource collation, postage, scanning and photocopying</li> <li>• Oversee the general running of the office environment, including corporate correspondence, recycling, order office consumables, printing, kitchen supplies etc.</li> <li>• Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement focus (including contribute towards systems and process improvement)</li> <li>• Other ad hoc support for the team as required within the scope of the relevant award.</li> </ul>	



## Key Attributes

### Essential

- Experience working with volunteers
- High digital literacy skills, in particular emails, excel and word processing with the ability to learn new systems (including Microsoft Office, Zoom, Raklet, Survey Monkey and Eventbrite)
- Ability to maintain confidentiality of sensitive information
- High attention to detail, with high level of written and verbal communication skills, including ability to edit and proofread documents, publications, and communications
- Demonstrated strong customer service, interpersonal and communication skills and ability to establish effective working relationships
- Sound time management, planning, and organisational skills to meet the demands of the busy position
- Strong sense of initiative and an ethos of continuous improvement
- A strong understanding of the range of lived experiences of people with life limiting conditions and their carers/family and the capacity to inspire people to embrace person and family centered approaches to care
- A shared passion and determination to play a key role in delivering the mission and vision of the organisation

### Desirable

- Experience with Better Impact software or similar volunteer systems
- Experience working in a small team environment

## Our Inclusivity Statement

Palliative Care Queensland values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care Queensland: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.

## Benefits of working at PCQ

- Salary packaging benefits
- Employee Assistance Program
- A collaborative team environment that encourages new ideas and contributions
- An organisation that promotes an inclusive culture, work-life balance, and flexibility



## TERMS AND CONDITIONS OF EMPLOYMENT

### Requirements:

For acceptance of this position the employee must hold a current:

- National Police Check
- Queensland Blue Card or relevant AHPRA registration
- Queensland driver’s license
- Right to work in Australia

Evidence of the required documents must be provided during orientation or before.

## EMPLOYEE ACKNOWLEDGEMENT (To be signed by the successful candidate)

### By signing below the Position Holder confirms:

- Receipt and understanding of the duties required
- Agreement to fulfil the role to the best of his/her ability that he/she is not aware of any pre-existing conditions/impairments that might be affected by or impose limitations on the work to be performed; that failure to disclose any such conditions/impairments will mean indelibility to claim workers’ compensation on those conditions/impairments which subsequently recur or worsen
- Awareness of the requirement for the position

This signed document will be kept on the position holder’s personnel file.

<b>Employee Full Name</b>		<b>Signature</b>		<b>Date</b>	
---------------------------	--	------------------	--	-------------	--

## Position Description (PD) Approved by CEO

<b>CEO Full Name</b>	Shyla Mills	<b>Date</b>	11 June 2021	<b>PCQ PD Code</b>	
----------------------	-------------	-------------	--------------	--------------------	--