

Jika Jika Community Centre Volunteer Job Description: Reception

Welcome	<p>Jika Jika Community Centre Inc. (Jika Jika) is a Neighbourhood House, located in the southern-most section of Northcote. Jika Jika operates out of two sites, both in quiet residential streets, giving the Centre a strong neighbourhood feel. Both venues are close to the Westgarth shopping strip and are well served by public transport.</p> <p>Jika Jika encourages the participation of all members of the community. More than 700 people attend programs and activities at Jika Jika on a regular basis. Current programs focus on meeting the needs of:</p> <ul style="list-style-type: none">• children and their parents (especially those at home caring for these children),• older people - especially older women,• people on low incomes,• local people involved in community arts, craft, dance and music• self-help groups <p>Our Vision</p> <p>Jika Jika Community Centre has a vision for a vibrant community that is connected, compassionate, and fair; underpinned by opportunity, goodwill and respect.</p> <p>Our Purpose</p> <p>To make a positive contribution to our community by:</p> <ul style="list-style-type: none">• Building community connections: Promote and protect the role of the community, with an emphasis on supporting, training and empowering marginalised groups.• Acting as an enabler: Provide access to training and other opportunities that will assist people in identifying and achieving their goals.• Providing leadership: Role model behaviours that are important to us in the community.• Promoting social justice: Support our community to advocate for a fairer and more equitable society. <p>Our Values</p> <p>It is important to us that we act in our community in a way that respects and encourages:</p> <ul style="list-style-type: none">• Social Justice and Equality of Opportunity• Environmental Sustainability• Empowerment - enabling people to advocate for themselves• Pro-active and Visionary thinking• Optimism, Humor and Positivity• Transparency and Accountability
	Jika Jika is seeking a small group of volunteers to form an Office Team.

Purpose of Volunteer Office Team	<p>The team will work together and with centre staff to run our office smoothly and efficiently to support the programs and activities of the Centre.</p> <p>Office Team volunteers will undertake general reception duties as well as other office support tasks as they are required.</p> <p>Depending on the volunteer's experience and skills, volunteers may take on particular on-going responsibilities, as agreed with the Centre Manager or the Administration Officer.</p>
Tasks	<ul style="list-style-type: none"> • To create a welcoming and warm environment as first point of contact for Jika Jika. • Greet, assist or direct visitors and centre users. • Answer all incoming calls and handle caller's inquiries whenever possible. • Re-direct calls as appropriate and take messages where required. • To facilitate scheduling/bookings, class enrolments, payments and general enquiries. • To attend to basic administrative tasks, i.e. distribute mail to appropriate staff, provide word processing and secretarial support to staff as agreed. • To follow established administrative organisation procedures as per organisational requirements. • To keep the entrance area tidy including monitoring flyers, brochures and posters on the noticeboard. • Other office duties as required
Skills Needed	<ul style="list-style-type: none"> • Proficiency in Microsoft programmes, including Outlook, Word and Excel. • Friendly and professional phone manner • Organisational and multi-tasking skills • Ability to follow instructions about administration.
Time and Attendance	<p>Shifts are a full or half day per week – day and time to be negotiated between the volunteers and the Jika Jika Administration Officer.</p>
Supervision	<p>Volunteers will be provided with adequate supervision and support and training where required.</p> <p>Working with Children and Police Check: All staff/volunteers will be asked to complete a Working with Children Check, and a Police Name Check (Jika Jika will pay for volunteers) before commencing duties with the organisation.</p>
Benefits of being involved in the Office Team	<ul style="list-style-type: none"> • Develop new skills • Meet new people and make new friends • Be a part of a team • Help Jika Jika run smoothly