

Volunteer Position Description

Volunteer Role Title:	Family Intake Coordinator
Team:	Support Services
Date Created/Reviewed:	April 2018
Reports To:	Support Services Manager
Location:	Flexible – role is remote and can be worked from anywhere in Australia
Expected Time Commitment:	Role requires regular monitoring and actioning of communications Estimate of 1-2 hours per week, which could vary depending on demand

Role Purpose

The Family Intake Coordinator provides responsive and professional frontline service, supporting those reaching out to CDH Australia for assistance. The role provides a critical triage service for new enquiries to CDH and manages multi-channel communications to ensure that we can support impacted families and individuals when and how they need it. This will mean engaging with new clients across different platforms (phone, email, social media) to respond to their queries and connect them with the appropriate CDH Australia team members and services.

Behavioural Standards

This role requires the incumbent to adhere to CDH Australia's behavioural standards including the Volunteer Service Agreement.

Role Specific Tasks

- Professional and timely responses to enquiries, actioned within 48 hours, including:
 - Monitoring social media inboxes and responding to messages
 - Answering phone calls and returning voicemails
 - Responding to emails and requests for service
 - Forwarding queries to the relevant person (e.g. Support Services Manager, Secretary)
- Ad-hoc administrative support and other tasks as required

Behavioural Capabilities

- Professional, empathetic and courteous phone manner
- Excellent written communication skills
- High degree of personal resilience and ability to self-manage
- Sound judgement and decision-making skills
- Ability to work as a team player

Technical Competencies

- Sound Microsoft Office skills, including use of email
- Sound social media knowledge and navigation skills
- Confidence to become familiar with Google Teams, Calendar, Facebook Business Manager and Facebook Workplace

Qualifications and Licensing

- No mandatory qualifications
- Ability to provide a satisfactory Criminal Record Check

Pre-Service Training

The successful applicant will be required to undertake a series of short, online self-paced training sessions prior to commencement.