

Position Description



Office, Phone & Email Support Volunteer

Anxiety Disorders Association of Victoria, Inc.

December 2020

Job Title:	Office, Phone & Email Support Volunteer
Working Hours:	Minimum of 1 day (6.5 hours) per week, from 10.15-4.30pm
Term:	Voluntary commitment for a minimum of 12 months
Work days:	Options of Wednesday, Thursday or Friday
Location:	Kew

Position Summary:

To provide support, information, and resources to the community through assisting with research, projects and administration tasks related to our support services, and our phone, email and online support services.

Purpose of the role:

ADAVIC has a dedicated volunteer team which provides several community-focused services from our Kew-based office including phone support, email and online support. This role is crucial in assisting with various projects and administrative tasks related to enhancing our services in a continual process of maintenance, development and quality improvement.

Additionally, the purpose of this role is to ensure that our support services are delivered in a respectful, encouraging, and timely manner to assist individuals in need.

ADAVIC also produces regular resources and publications for the community including quarterly newsletters, E-news (bi-monthly), information booklets, flyers and a regularly-updated website. The role will assist in the delivery of these resources by providing research, analysis, editing of content, and by contributing and writing articles for the quarterly newsletters.

Reports to: Founder/Managing Director and Senior Office Volunteers

Main duties and responsibilities

- General administration tasks and errands
 - Document creation and filing, printing, collecting statistics, mail-outs, and trips to collect mail and other supplies, as it relates to the support services
 - Take bookings and payments relating to ADAVIC events, memberships and bookstore
 - Respond to queries and requests about ADAVIC services
- Provide research support
 - Respond to individual or community requests for information and referrals

- Research content for ADAVIC publications such as newsletter, E-news, website and information booklets
- Producing articles for ADAVIC's quarterly newsletters
- Assist with Support Services projects
 - Specific projects that help to improve ADAVIC services by better identifying and responding to community needs
- Support and assistance for various teams and subcommittees within the organisation
 - Office volunteers will be required to assist in the processes, projects and service delivery of specialised ADAVIC teams (ie. Fundraising and Events)
 - Office volunteers may be required to attend and assist in the set-up, running and pack up of ADAVIC events if they fall during office hours
- Provide phone, email and online support, information and resources
 - Respond to client' needs with encouragement and provide appropriate resources including referrals to professionals and other organisations

Skills & Experience required

- A genuine, considerate, non-judgmental and professional approach
- Well-spoken, courteous, with a good phone manner
- Confidence with dealing with potential crisis situations
- Excellent understanding of psychological theories, concepts and an understanding of mental health issues
- Strong research and analytical skills with an ability to apply these to practical information and resources for the community
- Ability to manage workload and competing tasks to meet deadlines
- Reliable and able to use judgment and act on own initiative, whilst also working well as part of a team
- Adept with computers, Microsoft Office, and the Internet

About ADAVIC

Anxiety Disorders Association of Victoria is a not-for-profit, self-funded organisation. We provide support, information and resources to individuals suffering from or affected by anxiety, depression, and related issues.

Our unique grass-roots service bridges the gap between the individual, the local community, and health professionals. Our practical services have a positive effect on our client's lives through:

- Reassuring people that they are not alone in their distress and that assistance is available
- Providing information and resources to assist in a wide-range of self-help solutions; from suitable organisations and services to lectures, courses and workshops
- Encouraging people to overcome their fears and sense of isolation by participating in support groups and attending social events
- Promoting professional help through providing suitable professional referrals e.g. psychologists, psychiatrists, doctors etc.
- Helping all of those affected by anxiety and depression issues, including sufferers, carers, parents, family and friends
- Raising awareness and de-stigmatising anxiety and depression in the general community
- Offering information and services to help equip health professionals