



Position Description

Office, Phone & Email Support Volunteer

Anxiety Disorders Association of Victoria, Inc.

January 2017

Job Title: Office, Phone & Email Support Volunteer

Working Hours: Minimum of 1 day (6.5 hours) per week, from 10am-4.30pm

Term: Voluntary commitment for a minimum of 12 months

Work days: Option of Wednesday, Thursday, or Friday

Location: Kew, Victoria

Position Summary:

To provide support, information, and resources to the community via ADAVIC's phone and online support services, and via assistance with research, projects, and administration tasks relating to these 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 and online support. The main purpose of this role is to ensure that these services are delivered in a respectful, encouraging, and timely manner to assist individuals in need.

Additionally, the role will assist with various projects related to enhancing these services in a continual process of maintenance, development and quality improvement.

ADAVIC also produces regular resources and publications for the community including newsletters, Enews, information booklets, flyers and a regularly-updated website. The role will assist in the delivery of these resources by providing research, analysis, and editing of content.

Reports to: Executive Officer or Managing Director

Main duties and responsibilities

- Provide phone and online support, information and resources
 - Respond to client' needs with encouragement and provide appropriate resources including referrals to professionals and other organisations
 - 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
 - Research content for ADAVIC publications such as newsletter, Enews, website and information booklets
- 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 organization
 - 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
- General administration tasks and errands such as document creation and filing, printing, collecting statistics, mail-outs, and trips to collect mail and other supplies, as it relates to the support services

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, MS 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