



Position Description

Office, Phone & Email Support Volunteer

Anxiety Disorders Association of Victoria, Inc.

January 2020

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 our phone and online support services, as well as through assisting with projects and administration tasks.

Purpose of the role:

ADAVIC has a dedicated volunteer team which provides several community-focused services from our Kew-based office including phone and online support. This role is also 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, information booklets, flyers and a regularly-updated website. The role will assist in the delivery of these resources by providing research, analysis, writing and editing of content.

Reports to: Executive Officer or Managing Director

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's 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 and online support, information and resources
 - Respond to client's queries and/or needs with support and 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 and a good phone manner
- Confidence with dealing with potential crisis situations
- Excellent understanding of psychological theories, concepts and an understanding of mental health concerns
- 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