

VOLUNTEER RECEPTION CONCIERGE

The Volunteer Reception Concierge role offers an opportunity to deliver warm, welcoming service to everyone visiting our community centre. As a valued member of UnitingCare Kippax (UCK), you will support reception, assist programs, and help create a positive and inclusive environment for all visitors.

Location

UnitingCare Kippax (UCK)

 130 Hardwick Crescent, Holt ACT 2615

Roles and Responsibilities

Service Delivery

- Engage with centre attendees and identify what assistance they need.
- Make bookings or suggest other options and ways we can help.
- Prepare and assist clients with food and/or hygiene hampers after assessing their needs.
- Offer tea, coffee, or help heat up lunch if needed.
- Use Google Translate or other tools to help clients from culturally and linguistically diverse (CALD) backgrounds understand materials.
- Help clients fill in forms if they are unable to do so themselves.
- Perform other duties as directed by management.
- Support general community services activities, such as Welcome Cafe, our community lunch, run every 3rd Wednesday of the month.
- Have sound knowledge of the programs we run (covered during induction)

Administration

- Answer and forward phone calls.
- Read, forward, and respond to emails as needed.
- Manage client bookings on the calendar.
- Use Outlook, Microsoft Teams, and SharePoint (training provided).
- Work in accordance with office procedures and the UCK Privacy Policy.
- Keep client information confidential in accordance to the Privacy Act 1988.

Teamwork

- Develop sound relationships and effective communication with internal and external colleagues.
- Voice your opinions and feedback about your volunteering experience to your volunteer manager.
- Provide positive support to other team members, staff, and students.
- Assist in training new volunteers.

Professional Development

- Be enthusiastic about attending professional development opportunities and training offered or recommended by UCK.

Property

- Assist in keeping the centre clean and tidy for the comfort and safety of all visitors.
- Help with setting up and packing down events or activities.

Qualifications and Experience

Essential Criteria

- Relevant experience or qualifications in administration, reception, community services, hospitality or similar. (*While formal qualifications are not essential, confidence and comfort in engaging with people from all walks of life, backgrounds, and cultures is important.*)
- Highly developed capacity to work both in a team and independently.
- Hold a Working with Vulnerable People (WWVP) card.
- Understanding of and a commitment to work within the ethos of the Uniting Church in Australia.

Desirable Criteria

- Familiarity with the use of technology including appropriate computer software to fulfil the responsibilities of the role.
- Knowledge of the ACT community sector and Workplace Health and Safety guidelines.

Commitment

Regular – more than 6 months

Time Required

We ask that our volunteers commit to at least ONE regular shift per week.

Monday to Friday: 9:00 am to 12:30 pm **OR** 12:30pm to 4:30 pm
Alternatively, you can work full day from 9:00 am to 4:30 pm.

Training

On the job training available from staff and more experienced Reception Concierge volunteers.

Transport

Kippax bus interchange is across the road from the Centre.
Free parking available on the premises.

Age Range

18 - 70

Contact

Volunteers@kippax.org.au

T: 02 6254 1733