



WIS Volunteer Position Description

Direct or Indirect Service Provision

Volunteer	Surname	Given Name	Preferred Name
Date of Birth	/ /	Referral source	
Manager/ Coordinator	Women's Information Service Coordinator	Supervisor	Women's Information Service Coordinator
DCSI Division	Office For Women		
Business Unit	Women's Information Service (WIS)		
Location	101 Grenfell St Adelaide SA 5000		

Task Title	WIS Shopfront Volunteer
Task Description	<ul style="list-style-type: none"> • Work as part of the WIS team to provide comprehensive, accurate and up to-date information to the women of South Australia. • Respond to clients in a manner that is sensitive and appropriate to the needs of women from a diverse range of cultural backgrounds and life-style preferences. • Contribute to the recording of accurate daily statistics. • Contribute to developing and maintaining the WIS information systems by: <ul style="list-style-type: none"> ○ Noting and/or obtaining any new or updated information. ○ Maintain an information portfolio. • Participate in staff development programs. • Keep up to date with current issues and developments in the women's sector by maintaining an awareness and interest in in-coming information. • Assist with general office duties as required, eg filing, photocopying, and basic word processing. • Attend volunteer catch-ups as scheduled.
Compliance/ Accountability Requirements	<ul style="list-style-type: none"> • Volunteers are accountable to the WIS Coordinator, Shopfront Coordinator and/or designated staff members responsible for specific programs.
Tasks not to be undertaken by Volunteers	<ul style="list-style-type: none"> • In response to an emergency situation and in line with WIS procedures, the volunteer will provide assistance, but not take a lead role.
Qualifications, Skills and Experience	<ul style="list-style-type: none"> • A high level of negotiation, written and verbal communication skills. • Ability to relate well to women from a range of backgrounds and life experiences. • Ability to be flexible and work effectively in a team. Ability to handle highly sensitive enquiries in an objectively and professionally. • A knowledge, understanding and commitment to confidentiality and information sharing guidelines as described in the DCSI Appendix to the ISG - 4.1 Confidential Information and 9.1 Volunteers • An understanding of the position of women in today's society, ie the social, cultural, economic and personal issues affecting women in their daily lives. • Basic computer skills, including effective navigation of the Internet. • Willingness to learn and undertake the Shopfront Volunteer training program.
Time Commitment	<ul style="list-style-type: none"> • Volunteers are required to complete Women's Information Service volunteer 6



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	<p>session training program and 2 mentor shifts prior to being designated volunteer shifts</p> <ul style="list-style-type: none"> Volunteers are required to attend at least one four-hour shift per week unless an alternative has been negotiated with the WIS Coordinator. Volunteers are expected to be punctual and to attend shifts as per the WIS roster. Volunteers will communicate with staff as soon as practical if they are going to be late or will be unable to attend their shift.
Mandatory Screening Requirements	<ul style="list-style-type: none"> Prior to an offer of a volunteer position being made, candidates must agree to undergo a Department of Communities and Social Inclusion Vulnerable Persons screening. Costs will be covered by WIS.
Training & Guidance Required	<ul style="list-style-type: none"> Comprehensive training will be provided. A minimum of two Mentored shifts with experienced WIS worker or volunteer. Ongoing supportive work environment.
Reimbursement arrangements.	<ul style="list-style-type: none"> Volunteers are entitled to claim for reimbursement the cost of a public transport day trip ticket.

Volunteer	Signature: _____ Date / /
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WIS Coordinator	Signature: _____ Date / /
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Version details	Date Created / /	Review Date / /
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