



WIS Shopfront Volunteer Role Description

Volunteer	Surname	Given Name	Preferred Name
Volunteer Commencement date	/ /	Site Supervisor	Shopfront Coordinator
Manager/ Coordinator	Women's Information Service Coordinator	WIS Supervisor	Volunteer Coordinator
DHS 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 meetings and events as scheduled.
Compliance/ Accountability Requirements	<ul style="list-style-type: none"> • Volunteers are accountable to the WIS Coordinator, Volunteer 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 an emergency and in line with WIS procedures, the volunteer will assist as directed by the WIS Coordinator, Shopfront Coordinator and/or designated staff members, 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 communicate with women from a wide range of cultural backgrounds whilst maintaining confidentiality and a non-judgemental manner • Ability to be flexible and work effectively in a team. • Ability to handle highly sensitive enquiries objectively and professionally. • Knowledge, understanding and commitment to confidentiality and information sharing guidelines as described in the DHS 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 and Facebook. • Willingness to learn and undertake the Shopfront Volunteer training program.

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DHS Expectations and Values: (Organisational Contribution)	<ul style="list-style-type: none"> • Understand and follow workplace safety initiatives, identify hazards, contribute to a safe working environment and follow procedures to manage and minimise risks within the DHS. • Follow the principles of a sustainable working environment by following departmental greening initiatives. • Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees and DHS stated values. • Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department. • Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.
Time Commitment	<ul style="list-style-type: none"> • Volunteers are required to complete Women’s Information Service volunteer training program and 2 mentor shifts prior to being designated volunteer shifts • Volunteers are required to attend at least one four-hour shift per week unless an alternative has been negotiated with the Shopfront 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: <ul style="list-style-type: none"> • Provide a current National Police Check • Agree to undergo a Department of Human Services Vulnerable Person Related Employment and/or Working with Children screening check.
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 equal to the cost of a public transport day trip ticket.

Volunteer	Name	Signature:	Date / /
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WIS Coordinator	Name	Signature:	Date / /
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Version details	Date Created 30 / 11 / 2021	Review Date 30 / 11 / 2023
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