

## Volunteer Position Description

<b>JOB TITLE:</b>	Triage Volunteer	<b>DATE:</b>	April 2019
<b>REPORTS TO:</b>	Human Services Manager	<b>DEPT:</b>	SHW
<b>HOURS:</b>	Flexible days – 1 (half or full) day per week – 6 months minimum		
<b>CATEGORY:</b>	Individual Volunteer		

**APPROVED BY:** Jess McGrath (Human Services Manager)

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### JOB SUMMARY

The Triage Volunteer provides quality frontline assistance to vulnerable guests. The role will include reception and administration support to the Social Health and Wellbeing department at Exodus, assisting clients with appointment scheduling, referring to Intake and provision of basic triage services. This includes being the first point of contact for guests both face-to-face and via the phone and/or email and providing a safe and calm environment in the reception area. The Triage Volunteer will need to undertake all duties in a caring and supportive manner consistent with Exodus core values to provide an exceptional standard of care to guests at all times. Given the vulnerability of many of our guests, dealing with challenging behaviors will be of utmost importance.

### MINIMUM AGE

Volunteers must be 18 years of age or older to volunteer with the SHW department.

### REPORTING RELATIONSHIPS

Triage Volunteers report to the Exodus Foundation's Human Services Manager or Team Leader.

### DUTIES & ESSENTIAL JOB FUNCTIONS

Triage volunteers may be required to complete a range of set tasks during a typical shift. These tasks will be completed under the supervision of the Human Services Manager or Team Leader, and will include:

- Greet incoming guests and visitors to the Exodus Foundation; triaging enquiries or directing guests to the appropriate person they are meeting with.
- Liaising with caseworkers on intake assessments and assisting with interview scheduling.
- Support staff in the delivery of frontline services to the Exodus Community.
- Provide information about Social Health and Wellbeing support services
- Update client details and enquiries as required within the CDS database
- Forward telephone calls and emails to Exodus Staff as required
- Provide personal care items to guests
- Provide take away meals to guests

Volunteers are also required to conduct tasks in accordance to the Exodus Foundation's WHS and Social Health and Wellbeing policies. Information about these policies and standard operating procedures can be found within the Social Health and Wellbeing Volunteer Manual.

### VOLUNTEER UNIFORM REQUIREMENTS

Receptionists must wear smart, casual and comfortable clothing and closed in shoes

## WORK EXPERIENCE AND SKILLS

Essential	Highly Desirable
Excellent phone etiquette	Background in community settings
Basic computer and database skills	Previous receptionist experience
Basic knowledge of WHS standards and practices	Sound communication and conflict management skills
<i>Completed SHW departmental induction</i>	

## PERSONAL QUALITIES AND BEHAVIOURAL TRAITS

Essential	Highly Desirable
Be able to work as a team member	
Strength, Calmness, Resilience	
Attention to detail	

## ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its content.

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date