

VOLUNTEER POSITION DESCRIPTION

POSITION DETAILS

Title:	Help Line Operator
Department:	Policy, Information & Programs
Work Location:	<i>MOVE muscle, bone and joint health</i> 263–265 Kooyong Road, Elsternwick
Reports To:	Community Programs Coordinator
Version Date:	May 2016

MOVE STATEMENT OF PURPOSE

The purpose of *MOVE* is to improve the quality of life of people who have, or are at risk of developing, muscle, bone and joint conditions.

Vision

To be a leader in promoting excellence in muscle, bone and joint health and wellbeing.

Values

Our values are vital to who we are and our success in what we do:

- Respect and Integrity
- Service and Stewardship
- Excellence and Knowledge
- Collaboration
- Leadership

OBJECTIVE

The Help Line provides general information to those living with a muscle, bone and joint condition, relatives and friends, as well as to health professionals and students. It aims to answer questions on different types of musculoskeletal conditions and about *MOVE* services and upcoming courses and events. This Help Line is available over the telephone, in person or via fax or email.

KEY RESPONSIBILITIES

- Respond to consumers enquiries via the telephone, fax or in person (where appropriate).
- Provide information and/or referral options to each consumer as appropriate.
- Promote *MOVE* services to callers.
- Remain impartial and refrain from providing personal opinion or advice.
- Keep up-to-date with news and developments relevant to the position through the Volunteer Communication Folder and attendance at update training sessions (at least 2 per year).
- Complete a Help Line form in full for each consumer.
- Maintain confidentiality of all consumer and organisational information.
- Adhere to *MOVE* policies and procedures.
- Identifies and responds to unethical behaviour by seeking assistance and support of the Community Programs Officer or other *MOVE* staff members.
- Undertake other duties and responsibilities, as reasonably requested by the Community Programs Officer or other *MOVE* staff.

Position descriptions are subject to review from time to time, variations will be advised to you.

COMPETENCIES

- An interest in and understanding of the issues faced by people living with a muscle, bone and joint condition.
- Demonstrates patience, tolerance and respect for others.
- A clear and pleasant telephone manner.
- Flexible, reliable and punctual.
- Willingness to work as part of a team.
- Have an understanding of reflective practice.
- Basic PC skills including Internet skills – desirable.

ORIENTATION

- A two (2) day theory and practical training session.
- Three (3) observation shifts in the Help Line room.
- Five (5) assisted shifts in the Help Line room.

ONGOING TRAINING & DEVELOPMENT

- Quarterly four (4) hour update sessions. Volunteers must attend at least two (2) per year.
- Access to regularly updated Volunteer Communication Folder with news reports and journal articles.

LOCATION AND HOURS OF WORK

- *MOVE* is located at 263–265 Kooyong Road, Elsternwick.
- Weekly or Fortnightly shifts are available from 10am to 1pm and 1pm to 4pm Monday through to Friday (except Public Holidays).

CONDITIONS OF VOLUNTEERING

- All volunteers are subject to a satisfactory Police Check.
- All volunteers must be over the age of 18.
- This position is freely undertaken, is an unpaid position and will not replace any paid position within the organisation.
- A minimum of six (6) months commitment from you is required from commencement date.
- Successful completion of orientation program plus ongoing participation in training and development activities.
- Insurance coverage is provided for Volunteers as prescribed under *MOVE's* insurance policy.

VOLUNTEER STATEMENT

I have read, understand and accept the above Position Description.

Volunteer name: _____
Volunteer signature: _____ Date ___/___/___
Contact number: _____

Community Programs Officer signature: _____
Date ___/___/___

Please return to the Community Programs Officer and retain a signed copy for your records.