



VOLUNTEER POSITION DESCRIPTION

Position Title	Windana Health & Healing Receptionist Volunteer
Directorate:	Withdrawal and Coordinated Care
Program	Community Services
Reports to	Windana Health and Healing Program Co-ordinator
Location/s	St Kilda
No. of hours per week	5-10 hours per fortnight
Date of Review	2/08/2021

The Organisation
<p>Since 1984, Windana has helped thousands of people recover from the harmful effects of drugs and alcohol and make meaningful change to lead healthy and fulfilling lives.</p> <p>Windana provides holistic, evidence-based services tailored to each person’s unique situation, wherever they may be on their recovery journey. These include residential withdrawal services, residential rehabilitation and a suite of community-based services.</p> <p>We work in and across sectors to improve and refine treatment services and increase community understanding to eliminate the stigma around drug and alcohol dependence, treatment and recovery.</p> <p>Our Mission Helping people to rebuild their lives.</p> <p>Our Principles</p> <ul style="list-style-type: none"> • We believe that people can rebuild their lives. • We reduce the harms associated with alcohol and drug use in our communities. • We value individuality, and help people use their strengths and aspirations to guide their journey with Windana. • We embrace diversity in all its forms. • We acknowledge that the land on which we live and work is, was and always will be Aboriginal Land, and pay our respects to the traditional elders, past, present and emerging. • Our relationships are authentic, honest, and respectful. <p>We are a learning and knowledge-sharing organisation.</p>
Program Information
<p>Windana Health and Healing</p> <p>Windana Health & Healing provides a variety of complementary therapies to allow Windana clients continued access to holistic healthcare modalities utilised during their program. The clinic also offers services to community members, providing access to low-cost holistic healthcare. Windana Health and Healing modalities include; naturopathy, acupuncture, osteopathy, massage, and yoga.</p>
Position Objective

The WHH Receptionist Volunteer is engaged to provide reception and admin support for the Tuesday evening and or Saturday morning acupuncture clinic at Windana, St Kilda.

Position Responsibilities

- Managing client appointments via WisDom calendar system
- Managing payments for consultations via POS system (cash and credit card)
- Enter client counts in to WHH Client Contacts
- Check off and pack away linen
- Retrieve and refile client files
- Create new client files where needed and case note attendance record
- Assist WAMP Supervisor where needed and as directed
- Carry out administrative and project work as directed by WHH Program Co-ordinator (where time permits)

Key Working Relationships

	Internal:	External:
	Acupuncture clinic supervisor	Windana Health and Healing community acupuncture clients
	Acupuncture students and volunteers	
	Windana Health and Healing Program Co-ordinator	

Selection Criteria

Mandatory Skills & Competencies

- Empathetic to values of Windana
- Commitment to continuous quality improvement and OHS
- Criminal records check
- The ability to abide by Windana’s undertaking re: confidentiality
- A desire to help Windana achieve its goal of helping people rebuild their lives
- Excellent administrative skills

Qualifications

- Qualification in a relevant area of community work, health, or administration desirable but not essential.

Desirable Skills & Competencies

- AOD or mental health employment or volunteer experience
- General volunteering experience

Additional Requirements

- All volunteers are required to:
- Obtain a valid volunteer Working with Children Check for this position; a police check will be administered for preferred candidates.
 - Comply with relevant Windana clinical and administrative policies and guidelines.

- Maintain at all times the confidentiality of all privileged or proprietary information to which they are exposed while serving as a volunteer with Windana Drug and Alcohol Recovery, whether this information involves a client, a paid staff person, or other person or involves overall agency business
- Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation

General Information

- This is a Volunteer Position for approximately 5 to 10 hours per fortnight
- Windana operates under an Equal Opportunity Policy and Occupational Health & Safety Policy in accordance with current legislation.
- Effective risk / quality management is a core competency expected of everybody involved in Windana administration, including all staff, management and volunteers. Leaders will be accountable for applying agreed risk / quality management policy and strategy in their area of responsibility.
- Volunteers are expected to conduct her/himself with professional integrity towards clients according to the “Code of Ethics and Practice” and maintain their professional responsibilities in line with the “Bill of Rights for Members and Clients”.
- Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Windana is a smoke-free environment.

I confirm I have read the volunteer Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name:

Employee Signature:

Date: