

Volunteer Role Description

Title: Specific Location:	Library Home Services Volunteer – Delivery City Library, Rundle Place, Rundle Mall, Adelaide
Reporting to:	Library Home Services Coordinator
Brief description/Purpose:	To deliver materials for home bound residents in the City of Adelaide and North Adelaide
Primary responsibilities/Tasks:	<ul style="list-style-type: none"> • Deliver library materials for home bound city residents and provide some welcoming company. • Ongoing communication with Library Home Services Coordinator regarding client’s wellbeing. • Ongoing communication with clients regarding library requests and general satisfaction with materials supplied. • Loading/unloading library materials from Library car (trolleys provided) • Assist with minor library tasks if required.
Qualifications • Experience • Skills • Qualities or attitudes	<ul style="list-style-type: none"> • Driver’s license essential • Council vehicle (small automatic) is supplied • Friendly and able to relate well with people of any age, social or cultural background. • Great listening skills • Non judgmental • Reliable, punctual and able to take initiative. • Able to work with limited supervision.
Time and monetary commitment:	<ul style="list-style-type: none"> • Fortnightly sessions of 1 – 2 hours, Monday to Friday 9.30 – 12.00 or 13.00 – 15.00 • There will be no costs incurred by volunteers
Entitlements & Benefits:	<p>As a volunteer for the Adelaide City Council, you will be eligible for the following benefits:</p> <ul style="list-style-type: none"> • Reimbursement of volunteer work related telephone and travel costs where appropriate; • An Adelaide Metro Card for use on public transport whilst travelling to and from place of volunteering; • An UPark voucher for selected Council UParks when public transport is not an option; • The provision of uniforms where appropriate; • Membership with the Adelaide City Council Social Club (a fee applies)
Orientation/Training:	<p>All volunteers must participate in the Adelaide City Council’s:</p> <ul style="list-style-type: none"> - Corporate/Volunteer Services Induction - Site Specific Induction - Manual Handling Training - Attend training that develops or maintain the skills to undertake the role. - Undertake training in Workplace Instructions and/or Standard Operating Procedures in the use of relevant plant, equipment, machinery substances or activities as required by WHS Regulations.

Performance Management:	Volunteers are expected to abide by the Adelaide City Council Volunteer Code of Conduct and keep open communication with Volunteer Supervisor. The Volunteer Supervisor will provide informal support and guidance to ensure performance and library standards are maintained.
Outcomes for Council:	Each year the council conducts a survey with the home bound clientele. Councils' expectations for the outcome of this survey would be a result of >90%.
Policies & Procedures:	All Council policies apply to volunteers as they do to staff. Some specific policies are: <ul style="list-style-type: none"> • Work Health Safety (WHS) Policy – volunteers must take all reasonable steps to ensure personal safety and that of others is not put at risk through any neglect or omission in relation to the above. • Fair Treatment and Grievance Procedure • Safe Environment (duty of care to children & vulnerable adults) Operating Guidelines – where applicable to a role volunteers will attend training on Mandatory Reporting.
Application process:	<input type="checkbox"/> Online Application/Application Form <input type="checkbox"/> Interview <input type="checkbox"/> Volunteer Program and Council Induction <input type="checkbox"/> Medical Check (<i>as required for roles where physical fitness is important</i>) <input type="checkbox"/> Police Check (<i>required if working with children or vulnerable adults or at the discretion of the Volunteer Supervisor e.g. for handling cash</i>) <input type="checkbox"/> Mandatory Notifier (<i>volunteer must be provided with 'Guidelines for Mandated Notifiers' if work involves delivering or the potential to deliver services to children i.e. any person under age 18 years</i>)

I agree to abide by the conditions as set out in this Volunteer Role Description.

Name (Volunteer):

Signed (Volunteer): _____ Date: _____

Name (Volunteer Supervisor):

Signed (Volunteer Supervisor): _____ Date: _____