

Position description

Position title	Volunteer – Buying Service
Position code	V0601901
EFT/hours	As agreed
Program area/location	Microfinance Unit, Northcote
Reports to	Program Manager – NILS & Community (Day to day Project Worker Buying Service)
Tenure	Ongoing

Good Shepherd Youth and Family Service

Good Shepherd Youth and Family Service is a member of the network of national and international organisations sponsored by the Good Shepherd Sisters.

Good Shepherd Youth and Family Service provides a range of services to women, young people, families and children across five regional locations. Programs and services fall within the four key focus areas of women and girls, youth and families, financial inclusion and community strengthening. Programs include youth support services, financial counselling, housing, microfinance, family violence, wide-ranging family and children's services, social policy and research.

We look through the prism of our mission and spirit to determine and value our work. We are committed to social justice, community capacity building, openness to change and innovation, and the dignity and potential of every human being.

Program area/location

The Microfinance Unit operates from the High Street, Northcote Location, with a national focus to coordinate, deliver and develop:

- No Interest Loan Scheme¹ (NILS[®])
- The Good Shepherd Buying Service
- Traders Charter project
- StepUP low interest loan (National)
- NILS Network (National, Victoria, Queensland)

¹ NILS[®] is a registered trademark of Good Shepherd Youth and Family Service

- AddsUP Matched Savings Plan

The Microfinance Unit has a strong history of advocacy and service in the provision of financial services for people on low and limited incomes. It is a strong belief of Good Shepherd Youth and Family Service that access to credit and financial services is a basic element of citizenship and essential to participation in society and the Agency has been providing these services (particularly NILS) since 1981.

The team of 18 staff within the Microfinance Unit lead the development, delivery and resourcing of a suite of microfinance initiatives around Australia including:

- **No Interest Loan Scheme (NILS):** these small loans (\$800-\$1200) have no interest or charges and are available to purchase essential household items.
- **Good Shepherd Buying Service:** this free statewide telephone service assists people on low and limited incomes to purchase, new and discounted, essential household items through our network of traders.
- **StepUP Loan:** these low interest loans (\$800 - \$3000) were developed in partnership with National Australia Bank, are available to purchase essential household items, second hand motor vehicles, and computers and offered from *55 locations* across Australia.
- **NILS Network Coordination:** the Microfinance Unit is responsible for the coordination of the Victorian NILS Network and the National NILS Network. NILS is available in every state and territory throughout Australia and programs now number *in excess of 300*.
- **AddsUP:** a matched savings plan developed with National Australia Bank to build on the financial capability developed by individuals who have paid off a NILS or StepUP Loan.

(more information can be found at - www.goodshepvic.org.au/microfinance)

Program quality requirement

1. GSYFS Policy manual
2. GSYFS Strategic plan 2010-2015
3. GSYFS Microfinance unit plan
4. StepUP Policies and Procedures
5. AddsUP Policies and Procedures

Position summary

The role of the Volunteer – Buying Service is to provide administrative support to members of the Good Shepherd Buying Service. The work is varied and may include: answering telephone calls; filing; data entry; research and other jobs as agreed with the Volunteer – Buying Service.

Key accountabilities

The Volunteer – Buying Service will be required to:

Agency ethos and values

1. work within the Christian ethos of the Agency which has a strong commitment to social justice working within a community development framework
2. respect people, their circumstances and decisions

Program requirements

3. provide admin support to the Good Shepherd Buying Service in consultation with Microfinance Team Leader and the Project Worker Buying Service

Professional requirements

4. communicate appropriately in a range of contexts

Key selection criteria

1. *Demonstrated commitment to social justice and an ability to contribute to the Mission and Spirit of the agency*
2. *Knowledge of and experience in administration and/or the community sector*
3. *Excellent interpersonal and communication skills with a demonstrated ability to connect with people from diverse backgrounds*
4. *Ability to work collaboratively with other workers and to work independently as required*
5. *Good organisational skills and time management skills*
6. *An eye for detail and experience in following processes through*
7. *Experience with a range of software including word processing. A knowledge of databases would be useful*

Key performance indicators

1. Tasks are completed within agreed timelines
2. Participates in staff meetings and supervision

Program relationships

Internal	External
GSYFS Microfinance Team Leader	Visitors and callers to GSYFS Northcote
GSYFS Microfinance Unit staff, volunteers and people using programs and services	

Additional information

This position is based at 192-198 High Street, Northcote, Vic 3070, however the role may require a volunteer to work across other sites from time to time or to change sites.

Occupational Health and Safety (OH&S) All volunteers are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Pre-existing injury Before any person can be appointed to this volunteer role it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position. This will assist the Agency to provide a safe workplace.

Equal opportunity GSYFS is an equal opportunity employer. All volunteer workers have a responsibility to be familiar with the GSYFS *Harassment, discrimination and workplace bullying prevention and management policy*.

Policies and procedures All volunteer workers have a responsibility to abide by the Agency policies and procedures, including the *GSYFS Volunteer charter, Code of conduct and service, Privacy policy, Feedback and complaints policy* and program procedures.

Volunteer work is subject to:

- a current Working with Children Assessment Notice/Card
- a current Police Records Check.

Annual review and planning

This position is included in the Agency's annual review and planning processes. An initial review will take place three months following commencement of the role and then annually or on exit.

Volunteer name

Volunteer signature

Date / /

Manager name

Manager signature

Date / /

Duty statement

Position title	Volunteer - Microfinance
Program area/location	Microfinance Unit, Northcote
<p>Main duties:</p> <p>The Volunteer – Buying Service will be required to undertake the following duties:</p> <p>Administration - general</p> <ul style="list-style-type: none"> • answer telephone calls to the Good Shepherd Buying Service • follow up on telephone messages to the Good Shepherd Buying Service • provide admin support for the Good Shepherd Buying Service including data entry, filing, mail-outs • provide support with records management – electronic and manual • various other tasks in consultation with the Project Officer Buying Service 	

Information for applicants

For **more information** about the position please contact:

Kay Davis, Microfinance Team Leader, 9495 9609

Please address the **key selection criteria** if you wish your application to be considered.

Background reading for your application and interview includes the GSYFS Mission statement and the relevant program information identified on our home page.

We prefer applications by email.

Please forward your application to: Kay Davis, Microfinance Team Leader
k.davis@goodshepvic.org.au

Or alternatively to: Felicity Dennis, Project Worker Buying Service
f.dennis@goodshepvic.org.au