Community Office Volunteer

Putting health in mind
1. ABOUT THE BLACK DOG INSTITUTE

Founded in 2002, The Black Dog Institute is a not-for-profit Medical Research Institute and a global leader in translational mental health research. We harness the latest technology and other tools to quickly turn our world-class research findings into clinical services education and e-health products that improve the lives of people with mental illness and the wider community. Our areas of strength include suicide prevention, e-mental health, workplace mental health, novel treatments and prevention in young people.

Our mission is to enable mentally healthier lives through innovations in science, medicine, education, public policy and knowledge translation.

Our values are a key part of our integrated approach and are a critical component of our organisational culture as they guide our decisions and behaviours. Institute staff and management have created and adopted the values of:

- Respect
- Compassion
- Excellence
- Collaboration
- Innovation

The Black Dog Institute is proud to offer a dynamic working environment for our staff. We are invested in maintaining a positive workplace culture which values people and their wellbeing. We offer a varied wellbeing program tailored to staff needs and provide opportunities to attend learning and development seminars, engage in health and fitness activities as well as social events. We also offer flexibility in working hours and promote a healthy work life balance.

2. JOB PURPOSE

The purpose of this position is to assist the community education team with follow up from presentations, collection of feedback from organisers and collation of evaluation data. This helps with quality assurance of our programs to ensure our sessions have an ongoing impact.
3. DUTIES

The Volunteer is responsible for:

1. Following up with organisers that hosted Black Dog Institute community presentation via phone calls to ascertain
   - Number of people in attendance
   - Feedback about the session
   - Inputting this into an online platform
   - Gathering feel good stories or areas for improvement
   - Further contacts that may be interested in a presentation
2. Collation of evaluation data in Excel and SPSS
3. Maintain a detailed database of target groups and contact history through our CRM
4. Provide additional administrative support to the community team as required
5. Adhering to Black Dog Institute policies and procedures as they relate to the role.

Note: the list of responsibilities is not exhaustive, and the Institute may change or request additional activities to meet the operational needs of the business

4. SELECTION CRITERIA

**Essential Criteria**
1. Over 18 years of age
2. Friendly, engaging communicator with outstanding interpersonal skills
3. Confident speaking on the phone
4. Passionate about improving mental health and well-being
5. Excellent verbal and written communication skills
6. Attention to detail - ability to maintain sustained level of concentration in a volume processing activity to ensure accuracy and identify errors to be addressed.
7. Well-developed computer skills, including Microsoft Office Word and Excel.
8. Demonstrated ability to work independently and as part of a team effectively.
9. Availability to come into Randwick Office, a day a week for a **12-month period**

**Desirable Criteria**
1. Experience working with community groups and schools