Volunteer Admin Assistant

Putting health in mind
1. ABOUT THE BLACK DOG INSTITUTE

Reporting to the Community Fundraising Manager, this volunteer position is responsible for maintaining high quality relationships with Black Dog Institute’s volunteers to ensure the achievement of our signature event – Exercise Your Mood Walk, hosted on the 12th of October 2019.

This is a customer service role, accountable for nurturing volunteer relationships for the event.

The position is responsible for the provision of high levels of customer service to volunteers, including excellent inbound and outbound call handling, complaint handling, and responding to volunteers in a timely and professional manner.

A key element of this role is to inspire and assist organise a group of 50 volunteers.

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.

Respect – Compassion – Excellence – Collaboration – Innovation

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: 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 provide office support for the Individual Giving team.

3. DUTIES

3.1 Supporter Relationship Management
- Communicate with supporters about their ongoing monthly gift to BDI by phone
- Assist in maintaining effective relationships with supporters by email
- Thank supporters for their recent gift through all channels
- Contact supporters to obtain update contact information

3.2 Administration
- Organise and track posting of fundraising materials
- Assist the Individual Giving Manager as needed with ad hoc administrative tasks

3.3 Information Technology
- Maintain and import donation and fundraising data into Raisers Edge system
- Collate and organise fundraising documentation for appeals

3.4 Work, Health and Safety
- Ensure self and all staff comply with all WHS legislation WHS Policy and Procedures
- Report any WHS hazards and significant issues to Head of Operations, People & Culture or delegate
- Work in a safe manner, applying a duty of care

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

Essential Criteria

1. High level computer literacy, including but not limited to MS Office suite
2. Strong interpersonal skills and customer service experience
3. Proven ability to work independently and contribute effectively as a team member
4. Accurate record keeping and attention to detail
5. Excellent time management, task management and organisational skills
6. A knowledge of EEO principles and OH&S responsibilities and commitment to attending relevant OH&S training

Desirable Criteria

1. Experience of fundraising, either within, or for a not for profit organisation

5. Acceptance

I acknowledge as the holder of this position, that I agree to display the organisational values and behaviors and work in accordance with the key responsibilities of the role detailed in this position description.

Name:
Signature:
Date: