

Position Description – Fundraising Support Volunteer

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Drafted by	Volunteer Coordinator	Approved by CEO on	
Responsible person	Jessica Lusher	Scheduled review date	

Location:	Remote (from home)
Hours:	1x 3hr shift per week
Availability:	Flexible shift times (schedule to be agreed)
Commitment:	Minimum of 3 months

Purpose of the role

This role is about engaging with donors in the community, connecting with them and letting them know that we appreciate the difference their support makes.

As a Fundraising Support Volunteer, you will be responsible for thanking existing donors and welcoming new supporters through warm and engaging conversations.

Key Responsibilities (full training will be provided):

- Call and conduct “thank you” and “welcome” calls to our donors and supporters. (Note these calls will not require you to ask for donations and will not involve cold calling)
- Maintaining a record of interactions and updating data, as necessary.

Essential Requirements

- Reliable telephone connection
- Access to a computer with reliable internet connection
- Excellent communication skills
- Comfortable with using Microsoft IT packages
- Willing to obtain a Police Check (organised and paid for by Arthritis Queensland)
- Love engaging with people, creating customer delight and thrives on making a difference.
- Have strong customer service skills and friendly phone manner.
- Must complete ongoing training and education as required by the role, including completion of initial training modules.

N.B. Due to financial constraints, volunteers will not be reimbursed for any costs associated with this role. Arthritis Queensland, however, will make every reasonable attempt to ensure our programs are delivered at no- cost or low-cost for our volunteers.

Desirable Attributes

- A love of talking to different people and hearing their story.
- Good interpersonal communication skills.
- A passion for building strong community connections
- Experience in a contact centre or similar industry experience is great but not essential.
- Confidence in working remotely via online platforms.
- Basic administration skills would be valuable.

Benefits for the Volunteer

- Build upon your interpersonal and communication skills.
- Join a vibrant and growing team and feel a sense of achievement each day knowing you are making a difference.
- Valuable work experience and knowledge growth.
- Volunteer from the comfort of your own home.
- Stay connected with your community.
- Help Arthritis Queensland to improve the lives of people living with arthritis.

DOCUMENT VERSION AND REVISION INFORMATION

Action	By	Changes	Version	Date
Created	Volunteer Coordinator	Created	1.0	09/09/2020
Approved				
Reviewed	Volunteer Coordinator		1.1	16/03/2021
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