

Position Description – Arthritis Connect Volunteer

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Drafted by	Volunteer Coordinator	Approved by CEO on	12/08/2020
Responsible person	Jessica Lusher	Scheduled review date	12/08/2021

Location:	Remote (from home)
Hours:	1-2 shifts per week (3- 6hrs/wk)
Availability:	Flexible shift times (schedule to be agreed)
Commitment:	Minimum of 3 months

Purpose of the role:

Arthritis Connect Volunteers will connect with people who have accessed our information-support services and confirm they have received and understood the resources provided to them by Arthritis Queensland. Arthritis Assist Volunteers will also offer the opportunity for people to ask further questions that they may have and/ or request additional resources. Arthritis Connect Volunteers help to increase the social connection of Queenslanders impacted by arthritis.

In this role you will work closely with our enthusiastic Health Promotion Team to support Queenslanders to cope with the challenges that living with Arthritis can bring.

Key responsibilities (full training will be provided):

- Conduct outbound ‘check-in calls’ to people who have engaged with our various information-support services.
- Provide additional information to people during ‘check-in’ calls or via email following the call.
- Be familiar with all of Arthritis Queensland’s services, as well as programs run by other organisations, and refer people onto these services when appropriate.
- Keep a record of all check-in calls using our simple reporting systems.
- Encourage people to fill out feedback forms to help us evaluate our services.
- Speak with Arthritis Queensland’s Health Promotion team regularly for support, or when you encounter any difficulties or tricky questions which are outside of your knowledge base.

Arthritis Connect Volunteers are not expected to be arthritis experts. An eagerness and desire to help is all you need. Arthritis Queensland will provide you with all the training, resources and support you will need to start helping Queenslanders impacted by arthritis.

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 through and paid for by Arthritis Queensland)
- 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

- People with a lived experienced of arthritis are encouraged to apply.

Benefits for the volunteer

- Gain valuable experience of working within a Health Promotion team and providing information to help support Queenslanders living with arthritis.
- Build 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.

DOCUMENT VERSION AND REVISION INFORMATION

Action	By	Changes	Version	Date
Created	Volunteer Coordinator	Created	V1.0	05/08/2020
Approved	CEO	N/A	V1.0	12/08/2020
Reviewed				
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