

POSITION DESCRIPTION

Position Title:	Volunteer – Supporter Services
Program (or DSG Organisation):	Garvan Research Foundation
Reports to (Title):	Supporter Services Coordinator (Volunteer Coordinator)
Approved By:	Andrew Giles
Date:	January 2017

GARVAN RESEARCH FOUNDATION

Garvan Research Foundation is the marketing and fundraising arm of the Garvan Institute of Medical Research and was established in 1981 to provide support to the Institute’s medical research programs. The Foundation has an ambitious 5-year plan which began in 2015 and aims to double sustainable annual income to \$50 million and identify 1,000 confirmed bequestors (Partners for the Future) by 2020. The remarkable success of the Foundation’s awareness campaigns and fundraising activities allows Garvan’s scientists to continue contributing to knowledge which will ultimately lead to earlier diagnosis, better disease management, new therapies and prevention or cure of a range of diseases.

POSITION SUMMARY

The Volunteer is responsible for providing assistance to the Supporter Services office to deliver a wide range of services to existing and potential Garvan supporters.

REPORTING RELATIONSHIPS

The Volunteer - Supporter Services reports to the Supporter Services Coordinator (Volunteer Coordinator). The role has no direct reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position’s key areas of responsibility include but are not limited to:

- Opening and batching of incoming mail
- Donation processing and data entry
- Sending out of receipts and other donor correspondence
- Communicating via phone call or email to existing donors to update contact details
- Updating donor changes in the database
- Updating database for return to sender and other database cleanliness tasks
- Administrative tasks eg filing, archiving

KEY COMMUNICATIONS

- *Internal:* All Foundation staff particularly the Supporter Services team and other volunteers
- *External:* Garvan supporters & members of the public.

POSITION DESCRIPTION

ORGANISATIONAL ENVIRONMENT

- Volunteers are an important part of the Foundation team and will work and take direction from different team members dependent upon the tasks undertaken.

EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED

- Reasonable computer skills
- Good administration skills
- Ability to learn to use database
- High accuracy
- Good communication skills

PERSONAL ATTRIBUTES

- Empathetic, Warm and Friendly
- Excellent Customer Service Orientation
- Diligent
- Excellent attention to detail
- Initiative/Self Starter
- Continually striving for best practice
- Team Player
- Patience

BENEFITS

- Database training will be provided
- Contributing to breakthrough medical research
- Friendly working environment

WORKHEALTH & SAFETY

All Garvan staff & volunteers:

- Are required to exercise Work Health Safety and Rehabilitation responsibility, accountability and authority as outlined in the Garvan WHS Roles and Responsibilities Document (located on the Garvan Intranet) to ensure a safe working environment for self and others
- Are required to cooperate with and adhere to all health and safety policies, procedures and programs of the Garvan and take all reasonable care that their actions or omission of actions do not impact on the health and safety of others in the Institute
- Have a responsibility to co-operate with management and staff with nominated or elected WH&S functions
- Not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety
- Must immediately report any unsafe work conditions or equipment to management; and
- Must participate in compulsory safety training.