

POSITION DETAILS			
Position Title	Social Media Volunteer	Location	Remote Work with occasional attendance at BayCISS Hampton East
Position Type	Variable	Hours per week	Casual
Reports To	Manager		
ABOUT THE ORGANISATION			
<p>Bayside Community Information and Support Service (BayCISS) is a not for profit organisation based in the Bayside and Kingston area providing support, advocacy, referral and information including counselling and case work, to vulnerable and low income community members. The Castlefield location operates as a Community Centre providing occasional child care and a range of community programs.</p> <p>We aim to bring about long term, positive change to people’s lives by working with them.</p> <p>We are:</p> <ul style="list-style-type: none"> • Non-judgemental – we respect all people and do not judge • Accessible – we are available to people when they need support • Flexible – we provide a range of services and links with partners • Collaborative – we work with others in partnership 			
KEY FUNCTION			
<p>The Social Media Volunteer assists the Manager by supporting a social media events calendar. Updating Facebook and the BayCISS website are the key requirements of this role. Consideration of other forms of social media such as Instagram and Twitter. This is done while operating within the agency’s policies, procedures, standards and relevant Government legislation, Laws and Acts.</p>			
KEY RESPONSIBILITIES			
<ul style="list-style-type: none"> - Be available on a casual basis to make updates to social media - Develop ways to appropriately promote BayCISS’ profile to boost volunteer applications and donations via social media - Update current website 			
DUTIES			
<ul style="list-style-type: none"> - On opening shift, ensure that the service is open on time and ready for service delivery - Greet clients as they arrive at the agency in the reception area - Collect Centrelink card or other appropriate identification from client upon arrival to check eligibility criteria and other relevant information as necessary - Provide reception duties to clients visiting for appointments with Family Counsellor, Case Worker, or other - Provide relevant information, referral, appointment and service delivery procedure to client 			

- Check details on portal database to follow client history and summarise support provision
- Interview client for assessment and support provision
- Ensure that clients requiring emergency supports are provided with appropriate support and care
- Assess clients to identify need, existing supports such as family, friends, relatives and community links including other relevant service providers
- Assist clients with practical support to complete forms, write letters, make phone calls to utility companies and other agencies as required
- Work within BayCISS guidelines to determine emergency relief distribution
- Liaise with Manager or Caseworker if needed to clarify appropriate level of support
- Negotiate on behalf of the client with other support agencies
- Record all details of the client visit, including detailed case notes, on the CISVic portal
- File paper case notes in the appropriate folder for the month following completion of data entry
- Make appointments as required for other BayCISS services if required
- Answer phone enquiries and provide assistance to all callers
- Record all enquiries; phone, counter and email, into the CISVic portal
- Take messages for staff as required

KEY RELATIONSHIPS			
INTERNAL	Manager		
EXTERNAL	Organisations working in partnership with BayCISS		
QUALIFICATIONS AND SKILLS			
MANDATORY	<ul style="list-style-type: none"> - Computer literacy - Good written and verbal communication skills - Knowledge of WordPress, - Familiarity with Facebook - Good attention to detail - Flexibility to work autonomously and collaborate with Manager - Satisfactory completion of National Police Check & Working with Children Check if required 		
Manager approval		Date	
Volunteer Acknowledgement		Date	