

Bookings Volunteer

About Peppercorn Services

Since 2001 Peppercorn has provided services to a wide demographic of people across Hawkesbury and surrounding areas. Peppercorn’s purpose is to enrich lives, through connections, partnerships, and opportunities. Our services are underpinned by our value of trust, care, respect, agility and continuous improvement.

Position Purpose

The Bookings Volunteer assists with taking bookings or enquiries for all activities that need to be prebooked for all Peppercorn Services.

Organisational Relationships

Reports to: Community Service Coordinator
Direct Reports: Nil
Delegation: Volunteer

Primary Objectives

The primary objectives of the bookings volunteer is to:

- Be the first point of contact for the client for all telephone and email booking enquiries.
- Answer client questions and refer to other internal or external stakeholders.
- Enter clients into the client management system.
- Create a warm and welcoming experience for clients.
- Liaise with community stakeholders to assist with booking needs such as residential aged care facilities, local clubs, probus etc.

Key Responsibilities or Accountabilities

KRA	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services. • Actively follow Peppercorn’s Code of Conduct. • Comply with the requirements of Peppercorns Policies & Procedures. • Take appropriate action to ensure a workplace free from corruption, administration and serious and substantial waste.

Work Health & Safety	<ul style="list-style-type: none"> • Immediately cease, and report, any workplace activity (including that of other persons) which presents an immediate risk to safety, property or environment to your supervisor. • Follow all company instructions and directions in a safe manner to ensure personal health and safety, and that of others including other employees, clients, contractors, the public and visitors. • Ensure actions (or lack of) do not impact negatively on the health and safety of any fellow employee, client, public, contractor or visitor. • Ensure incidents and hazards are identified, reported, controlled. • Implement relevant work health and safety initiatives in area of control.
Quality Management and Continuous Improvement	<ul style="list-style-type: none"> • Actively participate in the development, implementation and evaluation of quality management strategies and organisational procedures to ensure that quality standards and service goals are met. • Ensure feedback, complaints, incidents, compliments and opportunities for improvement are reported, responded to and reviewed in accordance with relevant policies and procedures.
Relationships and Teamwork	<ul style="list-style-type: none"> • Willingly ask for help, guidance, or insight from other workers. • Actively develop positive relationships with peers, other employees, volunteers, and stakeholders. • Contribute to team meetings that are purposeful, collaborative, and documented with clear objectives and outcomes. • Ensure all interactions within the community portray Peppercorn as a professional and caring provider with a high standard of customer service.
Professional Development	<ul style="list-style-type: none"> • Attend regular supervision and annual performance reviews with direct line supervisor. • Actively engage with professional development activities as approved or instructed by direct line supervisor. • Participate in mandatory training and undertake professional development opportunities when presented. • Engage in regular reflection of work practice and team relationships.
Bookings	<ul style="list-style-type: none"> • Answer telephone calls and respond to client queries. • Respond to phone calls or emails to confirm, amend, or cancel bookings. • Create or confirm customer/client in management system. • Create booking in client management system. • Confirm Client Eligibility Screen and Verification as required. • Refer customer queries as necessary to other team members. • Call clients to confirm booked services and pickup times if required.

Knowledge/ Skills/ Experience/ Qualifications
(Key Selection Criteria)

Essential	<ul style="list-style-type: none"> • Customer service skills – over the phone and in person • Computer skills: Microsoft Outlook, Word and Excel • Ability to work respectfully with people, especially elderly and frail, including those
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from culturally and socially diverse backgrounds.

- Ability to work alone or in a team environment.
- First Aid Certificate or willingness to obtain.
- NDIS Worker screening check must be completed and cleared before commencement.

Name _____

Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Volunteer Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge.

I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____

Managers Name: _____

Signature: _____

Date: _____