

# INFORMATION PACK



 **Note Writing Team**

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## About Canteen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

We help young people cope with cancer in their family. Through Canteen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

No matter which role you are in, volunteering with Canteen is a chance to support young people rebuild the foundations that crumbled beneath them when cancer turned their world upside down.

## Life at Canteen

Canteen is one of the most highly regarded not for profits in Australia (4<sup>th</sup> in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!).

Volunteering with Canteen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. Canteen has a passion for all things people and are continually working on ways to make our organisation an even better place to work. We have a culture we are proud of and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff and volunteer engagement surveys, we know that Canteen is fortunate to have one of the most passionate and committed workforces in Australia!



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## Job Details



### Job Title

Note Writing Team  
Volunteer



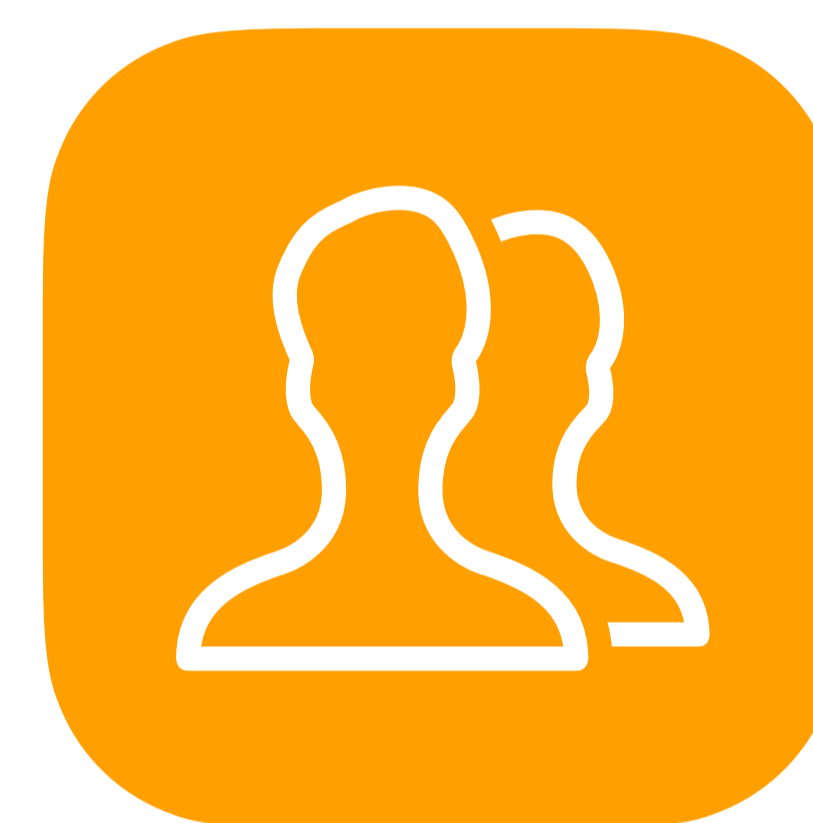
### Location

Newtown, Sydney  
Work from Home Options



### Job Type

Volunteer



### Reports to

Relevant Fundraising  
Manager



### Direct Reports

None



### Closing Info

Ongoing

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## Benefits of Volunteering with Canteen

Volunteers are an essential part of our front facing service delivery and success - we couldn't do what we do without you.

Canteen not only offers volunteers the opportunity to make a difference in the lives of Young People Living with Cancer but provides you:

- Developing new skills to help progress your professional career
- Receiving training and professional development
- Being part of a positive, ambitious and high performing team
- Developing a professional network
- Having the opportunity to provide feedback regarding your experience
- Fun and Enjoyment
- Sense of purpose and 'giving back'

## Role Specifics

**Key working relationships:** Fundraising Team, Marketing Team, National Office Staff, Donors and Supporters

**Job Purpose:** This customer service role will see you nurturing long term relationships with new and existing supporters to grow loyalty and reduce attrition rates. By securing reliable revenue streams, this role provides the foundation and financial wherewithal for Canteen to continue to support young people living with cancer.

**Duties and Responsibilities:** Note Writing volunteers work in collaboration with the fundraising team members to provide handwritten notes and cards.

The Note Writing Team will support various departments and projects across Canteen. The specific tasks and content will vary from project to project, but the essential tasks will be:

- Attend the Newtown office to collect note writing packs
- Neatly produce handwritten notes and cards following pre-prepared scripts
- Ensuring accuracy of preparation, marrying pre-prepared address labels to correct supporter
- Returning completed packs to the Newtown office promptly
- Ensuring confidentiality and professionalism at all times

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## Role Specifics cont.

### Requirements of the Role

- Very neat handwriting is essential
- Ability to attend the office at Newtown during business hours (Monday - Friday)

### Personal Qualities

- Warm and approachable
- Ability to listen actively
- Friendly and professional
- High level of integrity, honesty and commitment
- Strong attention to detail and good initiative

We anticipate that this role will be completed remotely, with volunteers 'working from home' while we navigate the current omicron uncertainty. Canteen takes a very cautious approach given the people we support are often immune suppressed.

However, in time, we hope to make this a more social volunteering opportunity, so may eventually establish a regular office roster.

## Hour of Work

Working from home allows for flexible engagement. We aim to prepare packs that take around 2-3 hours to complete and volunteers will be able to collect as many packs as they feel they can complete in the time we have.

## Pre-Engagement Checks

As Canteen's work involves staff being in direct contact with children and young people, all staff, whether paid or unpaid are required to complete police and working with children checks, relevant to the state in which they will be engaged.

Canteen will conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on an application.

## General Information

All staff, whether paid or unpaid are required to adhere to Canteen's Code of Conduct and Human Resources Policies during the course of their engagement.

Canteen is an equal opportunity employer.