



Thank You Squad Volunteer



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.

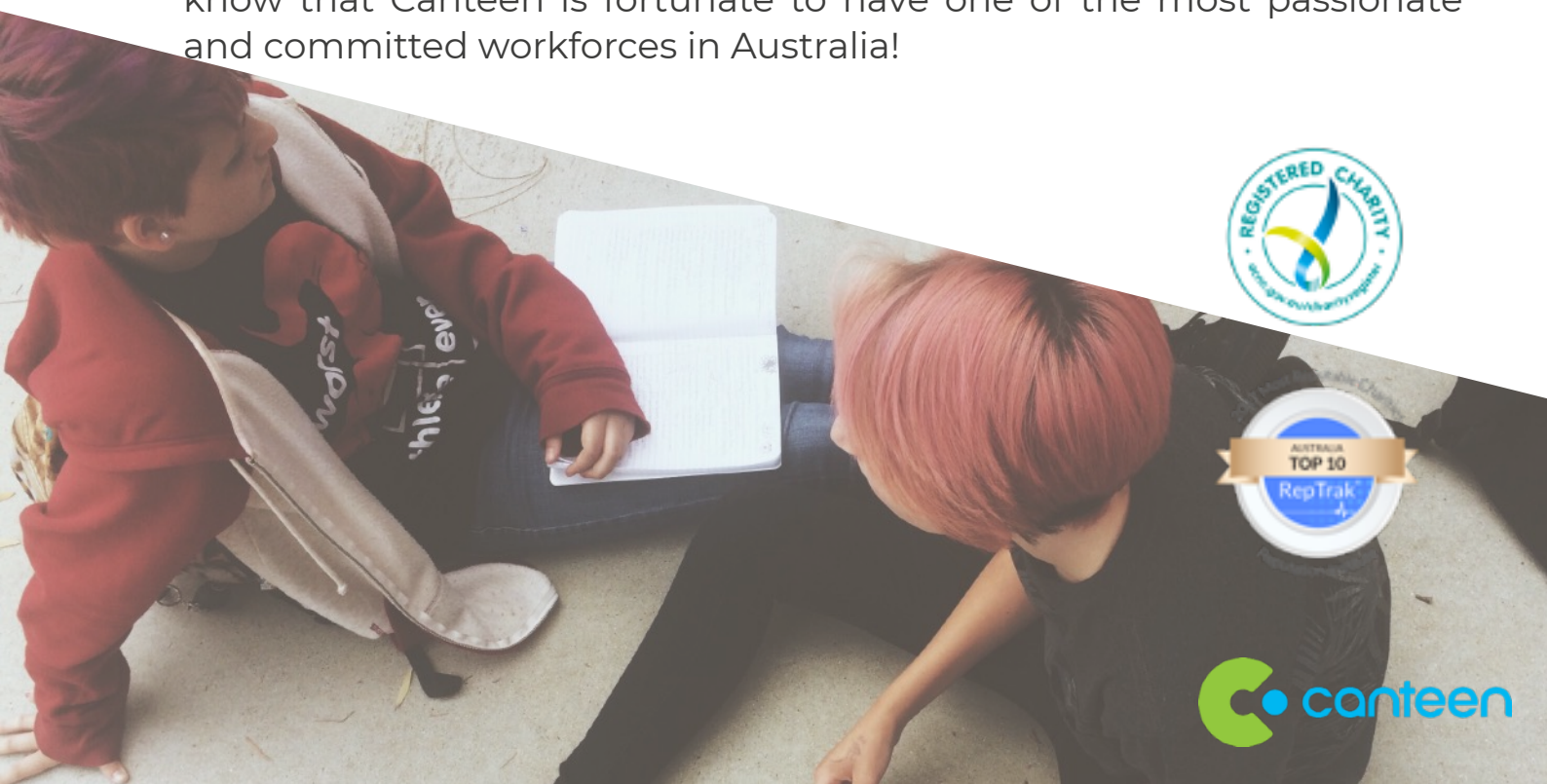
No matter which role you are in, volunteering with Canteen is a chance to support young people rebuilding the foundations that crumbled beneath them when cancer turned their world upside down.

Life at Canteen

Canteen is one of the most highly regarded not for profits in Australia (4th 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!



Job Details



Job Title

Canteen
Thank You Squad



Location

Sydney (Newtown)
Remote Options



Job Type

Volunteer



Reports to

Supporter Care
Supervisor



Direct Reports

None



Closing Info

Ongoing

Benefits of Volunteering with Canteen

Volunteers are an essential part of all our service delivery and success - we could not do it 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 many other benefits such as:

- 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

Job Purpose

In order to support young people living with cancer, Canteen undertakes a range of activities from raising funds to enable our work, through to service delivery and direct program engagement. All activities rely on enormous amounts of community support and we strive to provide personalised thank you messages wherever and whenever we can.

This volunteer role is all about saying thank you!

You will be calling our supporters to say thanks and share with them some information about how their contribution made an impact.

Duties and Responsibilities

Thank You Squad volunteers work in collaboration with other team members to provide supporter care and administration activities associated with Canteen's fundraising team. Tasks may include:

- Attending to regular outbound calls thanking supporters and providing positive information and examples of how their donations are supporting young people
- Providing professional, responsive and proactive customer service at all times.
- Ensuring all administrative note taking is recorded accurately and in a timely manner

Knowledge/Skills/Experience

- Must be able to commit to a minimum of 3 months
- Excellent customer service and the ability to represent Canteen to supporters in a professional, engaging and warm manner
- Similar experience in a customer service position for a charity or commercial organisation would be useful
- Strong verbal and written communication skills

Personal Attributes

- Desire to support the work of Canteen, an affinity with our Mission and a desire to work supporting the wellbeing of young people
- An ability to pick up the phone and get things done – “not backwards in coming forwards”
- A strong customer focus and relationship-building skills
- A warm, friendly and professional manner with excellent attention to detail
- Enthusiasm and a “can do” attitude, including the ability to find and implement solutions to challenges that arise

Hours of Work

We expect to be hosting morning and afternoon shifts of around 4 hours throughout the work week. There is some flexibility, but we will endeavour to establish consistent shifts that suit you and Canteen.

We do ask the our Thank You Squad volunteers commit to at least one shift per week in an ongoing basis.

Once established, there may be opportunities for volunteer to work from home.

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 also requires all staff, paid or unpaid to be fully vaccinated for COVID-19.

Canteen may 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 Human Resources Policies during the course of their engagement.

Canteen is an equal opportunity employer.