



## **Volunteer Role: Welfare Officer**

### **Overview**

One of the most appreciated aspects of membership of QFHS is that we become part of a community with a common interest. For active volunteers, it is the group that provides friendship, company and camaraderie.

Sometimes, though, 'life happens': it could be a bereavement in the family, a lengthy illness or the vagaries of advancing age that prevent a member getting out and about.

We are looking for someone to help us maintain valued connections within the Society and offer support to members in cases of bereavement, long-term illness or hardship.

As a QFHS volunteer we would ask you to perform the following tasks:

- Respond appropriately to information supplied by members
- Seek advice and consult with other members as required by individual circumstances.
- Contact members or their family members by phone/email/mail as appropriate

### **Qualities:**

- confidentiality and common sense
- empathy and sensitivity to personal circumstances
- well-organized

### **Skills:**

- good interpersonal and communication skills
- computer literacy (email and Word)

### **Support:**

The volunteer who takes up this role will be provided with support in the form of a contact group of longstanding members, example procedures and any other assistance as required.

**Time Commitment:** 30 mins per week

**Reports to/ first contact:** President/Vice-president

**Location:** 46 Delaware Street and online.

**Benefits:-**

You will be helping to maintain important links between the Society and our members. By representing the supportive face of the Society you will demonstrate the importance we place on all members

**Express your interest:**

You can express your interest in this position and arrange an obligation-free chat by emailing: [volunteering@gfhs.org.au](mailto:volunteering@gfhs.org.au). Please include **'Welfare Officer'** in the subject line.