



SUPPORT CENTER SUPERVISOR POSITION DESCRIPTION

Position title	<i>Support Center Supervisor</i>
Position type	<i>Volunteer Position Experience</i>
Reports to	<i>Mentor/President</i>

Position purpose

To supervise ISC Support operations and the volunteers in their support roles within the organisation

Duties and responsibilities

- Supervise all support operations
- Supervise and manage all volunteer activity daily
- Report weekly on all support operations and volunteer activity
- Assist with new volunteer screening, recruitment and induction
- Assist with process and procedure documentation
- Ensure attendance, productivity and performance of all volunteers
- Assist with ISC management as required
- Adhere to ISC Core Values
- Secure and maintain client confidentiality

Requirements

- Knowledge, skill and experience in supervising and managing team
- Knowledge, skill and experience in team leadership
- Strong verbal and communication skills
- Ability to perform with a team or independently if required
- Ability to multitask and perform within deadlines

Performance Goals

- Complete tasks proficiently and on time
- Maintain quality, accuracy and validity of content produced
- Conduct professionally with peers and clients at all times



Donations welcome to Indian Support Center, ANZ Bank, BSB 012-468, Acc No 196337421

@ www.indiansupportcenter.org.au/contact/

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