

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER ROLE TITLE	Exam Support Volunteer
SUPERVISION /SUPPORT	Volunteering Manager / Volunteering Support Officer

ROLE PURPOSE
<p>Volunteers play an important role helping UMSU to achieve its purpose and provide valuable support across many areas of the organisation. Since 2006, UMSU has been running a vibrant exam stall to assist students sitting exams during June and November. Volunteers contribute to the success of this stall by answering questions, distributing supplies, and providing referrals to services that can support students beyond their exams. Exam Support relies on volunteers and without them these stalls would not be possible.</p>

Our Vision
To connect with every student, elevate their voices and provide them with an unforgettable university experience.
Our Purpose
We enhance student life at the University of Melbourne by elevating and representing student voices through purposeful engagement and advocacy and providing exceptional programs, services and opportunities that champion inclusivity and accessibility.
Values
<ul style="list-style-type: none"> • Student Led & Focused • Effective & Engaged • Inclusive & Connected • Accountable, Transparent & Responsive

ROLE OVERVIEW	
Commitment	One or more 1.5 hour shifts between 7.15am and 4.45pm during the exam period
Team	Exam Support
Department	UMSU Volunteering Department
Location	Royal Exhibition Building, Wilson Hall

ROLE OVERVIEW	
Key responsibilities	<p>Assisting and serving students</p> <ul style="list-style-type: none"> • Answering frequently asked questions that students may have on the day of their exam • Ensure each visitor to the stall receives a warm and friendly welcome on arrival • Actively discourage discrimination, harassment and bullying of any kind, including homophobia, transphobia, racism, ableism, and sexual harassment • Liaise with the UMSU Volunteering department or University Staff regarding student-specific welfare/exam concerns <p>Distributing exam supplies</p> <ul style="list-style-type: none"> • Handing out exam supplies to students including stationery and study snacks • Monitoring stock levels and advising Volunteering department if supplies are running low • Ensuring safe storage of items before and after shift <p>Promoting UMSU services</p> <ul style="list-style-type: none"> • Ensuring signage is displayed promoting UMSU services • When relevant, refer students to UMSU services <p>General</p> <ul style="list-style-type: none"> • Notify the Volunteering Support Officer of any changes to availability to attend rostered shifts • Notify the Volunteering Manager or Support Officer of any changes to personal circumstances which will impact the ability to perform the role • Assist with pack up and pack down of exam support stall
Skills and attributes	<p>Essential</p> <ul style="list-style-type: none"> • Excellent communication, active listening, and interpersonal skills • The ability to work well in a team environment • Maintains an open approachable manner and treats others with respect, and compassion • Ability and willingness to learn and accurately follow all relevant processes and procedures • Committed, reliable and punctual • Ability to maintain professional boundaries • Demonstrates self-awareness and takes responsibility for own actions and behaviour and how this impacts others

ROLE OVERVIEW	
Application process and requirements	<ul style="list-style-type: none"> • Minimum age 18 • Complete a volunteer application form • Complete and Sign Volunteer Agreement • Complete and Sign Child Safety Code of Conduct • Hold a current and valid Working with Children Check • Attend training session
Benefits	<ul style="list-style-type: none"> • Gain skills and experience in customer service • Meet and get to know other volunteers and staff • Access training and development opportunities • Knowledge that you are making a difference and contributing to the wider student community