Using the information from Stage 1 think about the types of volunteer roles you may need in your centre, map out the needs of your organisation and the relevant skills, knowledge and attitudes you may need to fulfil those roles.

Your Strategic and Annual Plan will help you identify the type of roles and adequate resources you may need now and into the future.

General skills volunteers may need to fulfil roles at your Neighbourhood House;

* Good interpersonal and communication skills (Active listening, speaking and ensuring their communication is understood).
* Able to follow processes, guidelines and take direction from staff where required.
* Able to demonstrate Your neighbourhood houses values, operate ethically and responsibility and is honest and respectful.
* Know when to ask for support and to provide it;
* Have the ability to work in a team.

This process will help you define the information that you will need to develop your Job Descriptions for volunteers.

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| **Role** | **Tasks** | **Attributes, skill and knowledge needed for task** |
| *Reception* | *Welcoming and greeting visitors*  *Providing relevant and up to date information about programs and activities*  *Answering telephones*  *Assisting tutors and class coordinators* | *Warm and friendly demeanour*  *Ability to communicate with all audiences*  *Displays patience and applies active listening techniques*  *Can build positive relationships with stakeholders* |
| *Media and Marketing* | *Creating pamphlets and marketing material about the neighbourhood house*  *Design Term Brochures* | *Media and marketing experience or qualifications*  *Ability to use software programs such as publisher or relevant to marketing* |
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