

POSITION DESCRIPTION

Position Title	ICT Volunteer
Program	Digital and Data
Employment Status	Volunteer
Tenure	Casual
Position reports to	ICT Manager
Location	Thomastown/Heidelberg

Kids First is a child and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

Our Vision

All children and young people thrive in resilient, strong and safe families and communities.

Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



Hope
We believe that change is possible and achievable



Empowerment
We build on people's strengths and support their ability to make positive changes in their lives



Accountability
We are open and transparent in everything we do



Respect
We value all people



Trust
We act in an ethical, inclusive, professional and open manner

Position Purpose

The primary purpose of the ICT Volunteer position is to provide assistance to the IT staff team in selected areas of their work. The volunteer will gain practical experience in IT support and troubleshooting, collaborate with a diverse team, and develop communication and problem-solving skills.

Organisational Relationships

Supervisor	ICT Manager
Direct Reports	Nil
Internal Relationships	<ul style="list-style-type: none">• General Manager- Digital, Data and IT• ICT Manager• All staff• Other volunteers

Key Responsibilities

- Provide technical support and troubleshooting assistance to staff and volunteers regarding hardware, software, and network issues.
- Assist in the setup, configuration, and maintenance of computer systems, printers, and other IT equipment.

Quality and Risk Management

OHS

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

Capability Framework – key selection criteria

Formal Qualifications	Nil required
Skills & Experience	<ul style="list-style-type: none">• Strong interest in and knowledge of IT and technology.• Basic understanding of computer hardware, software, and networking concepts.• Proficient in using common operating systems (Windows, macOS).• Familiarity with Microsoft Office Suite and other productivity tools.

Other Selection Criteria	<ul style="list-style-type: none"> • Current Victorian Working with Children Card • Willingness to undertake a Police Check • A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner.
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Inherent Physical and Psychological Demands

Activity	Frequency – Daily Regular Occasional
Using computer	Regular
Sitting	Regular
Walking up stairs	Regular
Bending, lifting <10kg	Occasional