



THYROID AUSTRALIA LTD

SUPPORT FOR THOSE WITH THYROID CONDITIONS,
THEIR FAMILIES AND FRIENDS

Administration

There are both general and more specific administration positions available. There is no obligation to progress from general administration work to the more specific positions, or for general administration volunteers to undertake the more specific duties. However, those in specific administration positions may occasionally need to take part in general administration. Training and support is available for all positions.

Taking on an administration position requires one day (10am to 3pm), or half a day (10am to 12.30pm or 12.30pm to 3pm) at our office in Mt Waverley (Victoria) per week, per fortnight or per month. However, many of the specific administration duties will require you to be in the office more often than once a month. Free membership is available to those who volunteer at the office one day per fortnight (or equivalent).

General Administration

General administration volunteers will be rostered to help in the office as often or as infrequently as they like (as little as half a day per month). However, life sometimes gets in the way. If you are unable to make it on your rostered day, please contact the office – we should be able to find someone to fill in for you. Thyroid Australia will try to have at least two general administration volunteers in the office during office hours at all times. General administration positions can be resigned from at any time, but we ask for notice in advance where possible.

The tasks carried out by general administration volunteers include:

- Assisting with mailing membership renewals and members' contact lists.
- Basic cleaning.
- Entering details of correspondence into the database (optional).
- Filing (correspondence to and from clients and companies, Thyroid Australia paperwork and incoming newsletters from other organisations).
- Preparing information packs to be mailed to clients.
- Taking messages from the answering machine.
- Responding to messages.
- Answering the phone.
- Passing correspondence onto the appropriate officer for response.

Please note that general administration volunteers are not expected to provide telephone support for clients or to discuss topics they don't feel confident talking about. When answering the phone they simply act as a telephone secretary, taking the callers' details and the nature of their enquiry and referring them onto the appropriate person.

Specific Administration Positions

Database Officer

The Database Officer manages Thyroid Australia's FileMaker Pro database, and ensures that it is being used correctly. Specifically it involves running periodic quality checks and checking that the volunteers using the database are doing so correctly. This position requires very little time, possibly half a day per month.

Information Officers

These positions involve selecting appropriate information to send to clients. Ideally there should be an information officer in the office everyday, but this may not be possible. As a result, this position would be better suited to people who are able to volunteer at least a day per fortnight. Specific tasks include:

- Processing pamphlets, telephone logs and other requests for information (checking the database to see which articles have already been sent to that client and selecting appropriate information to send).
- Coordinating the mailing of information packs to these clients.
- Entering details of the information and other materials sent into the database.

Thyroid Australia also receives many emails requesting information. Information officers will also, where applicable, direct email clients to the appropriate pages of the website. Difficult emails will be forwarded to an appropriate person.

Membership Officers

Thyroid Australia currently has around 900 members, and there is a steady stream of membership applications and membership renewals that come in. Membership officers process these memberships and renewals, and prepare receipts for money received. Ideally there should be a membership officer in the office everyday, but this may not be possible. As a result, this position would be better suited to people who are able to volunteer at least a day per fortnight. Specific tasks include:

- Processing incoming membership applications and membership renewals.
- Processing incoming donations.
- Preparing receipts for membership money and donations received.
- Preparing Revenue Statements (mostly automated) for the Accounts Officer.
- Entering details of payments received into the database.
- Keeping Support Group Convenors up to date with lists of members in their areas (mostly automated).

Newsletter Officer

Thyroid Australia publishes a regular newsletter that is usually distributed to around 1500 people. In 2004 there are only three editions being released because of the move into the office, but in the future (as in the past) the newsletter will be distributed quarterly. Therefore, the Newsletter Officer is only required in the office four times a year (for the distribution of newsletters), but will have duties extending beyond this. Duties include:

- Coordinating the mass mailing volunteers to help in the office on distribution day.
- Emailing the newsletter to those who receive it electronically (list is generated automatically).
- Organising the newsletters to get to the post office.
- Organising Thyroid Australia's account with Australia Post
- Entering details of newsletters sent into database (mostly automated).
- Resetting the database so that non-members do not receive the next copy of the newsletter (mostly automated).