



Southern Volunteering (SA) Inc

Volunteering, a pathway to employment



What is volunteering?

"Volunteering is time willingly given for the common good and without financial gain". (*Volunteering Australia 2015*)

A volunteering role may be:

- working at an op-shop
 - helping out at your local footy club
 - providing support to an older person
 - look after your local park or beach
 - mentoring a young person
- and so much more!

Why volunteer?

95% of employers believe volunteering is a credible way to gain real world experience

85% of recruiters believe that volunteering is just as credible as paid work if it is relevant to the role or industry

92% of employers believe volunteering gives an advantage in job interviews



Source: SEEK, *Get ahead in volunteering in 2018*

Develop valuable skills

A volunteering role can help you to gain important skills that employers love to see on resumes, including:

- Teamwork
 - Organisation
 - Time-keeping
 - Communication
 - Initiative
 - Problem Solving
 - Leadership
 - Compassion
 - Customer Service
-

Try out a potential career path

Volunteering can provide a low-pressure environment to gain practical experience and get some insight into a potential career, before committing to a paid job, uni degree or TAFE course.

Think about an area or field of interest, and try and find an organisation you could volunteer for that could give you a sneak peek of what a job may look like.

Considering a career in retail, why not volunteer at an op-shop? Wanting to work in hospitality, give volunteering in the kitchen of your local community centre a go. Thinking of becoming a teacher, try it out first by volunteering in a tutoring program!

Make connections

Volunteering introduces you to a range of people with different experience and insights. Getting to know other volunteers and staff can help you to:

- develop communication and networking skills
- learn from them and gain practical experience
- find out about career opportunities within their organisation, or other similar organisations
- gain references for job applications

Build your resumé

If you're starting out your employment journey, or changing career path, having a full resumé can be challenging.

Adding a volunteer position can help you to present your potential employer with a full resume with a range of relevant and diverse experience.

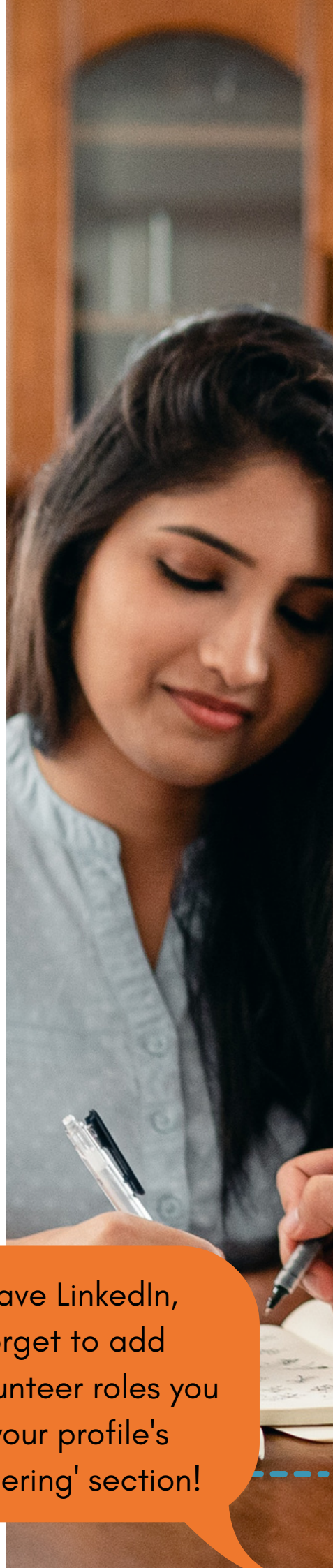
When writing your volunteer position in your resume, focus on the tasks you completed, skills you developed, and experience you gained.



Including volunteering in your resumé

If your volunteer work is relevant to the role you're applying for, it can be listed in your resume's "work experience" section. Think about whether it's in a similar field, or whether you demonstrated skills which could be transferable. It is also recommended that you identify if a role was voluntary. This can be as simple as including "volunteer position" or "volunteer" after the role description.

If your volunteer experience isn't very relevant to the job you want, you may want to include it in a shorter, separate section, titled "volunteering", "community participation", or "other commitments". Even if the role is not directly related to the position you're applying for, including it will demonstrate that you have desirable personal qualities, such as compassion, dedication, confidence, and integrity.



If you have LinkedIn, don't forget to add any volunteer roles you get to your profile's 'volunteering' section!

Amanda Goodall

**RETAIL, HOSPITALITY,
NOT-FOR-PROFIT**

contact

email address

phone number

qualifications

- Certificate 3 in Retail
- First Aid & CPR Certificate

skills

- Problem solving
- Creative thinking
- Organisation
- Teamwork
- Microsoft Suite Proficiency
- Customer Service

references

John Smith
AnglicareSA
email address
phone number

about

Energetic and positive customer service representative with over 5 years of professional experience assisting customers in solving complex issues.

experience

*Program Assistant (volunteer), AnglicareSA
(6.2019 - 2.2020)*

Worked collaboratively in a team environment to ensure to successful implementation of a clothing distribution service. Ensured client satisfaction and approached interactions with those in vulnerable circumstances with composure and compassion.

*Administrative Assistant (volunteer), RSPCA
(2.2018 - 10.2018)*

Maintained thorough customer database, acted as the first point of contact for all visitors to the facility, prepared documents, and communicated and collaborated effectively with other staff.

*Customer Service, Bakers Delight
(10. 2016 - present)*

Thrived in a fast-paced customer service environment, demonstrated commended initiative and positive attitude, operated POS system.

Practice the job application process

While volunteer applications may be simpler than paid roles, they will help you to become familiar with the job application process and ease your nerves when you walk in to your next interview.



Application

The written application process for a volunteer position can involve a similar set of processes, questions and information as job applications. Use this as a chance to brush up on your writing skills, get your ID documents together, and try to present yourself as a good candidate.



Interview

Before beginning a volunteer role, most organisations will conduct a short in-person or over-the-phone interview. This provides an opportunity to figure out a good interview outfit, practice answering interview questions and making a good first impression!



Character Referees

Most volunteer roles will require you to provide 1-2 referees before you begin. This can be anyone from a sports coach, a close friend or an employer. Getting together a list of potential referees for a volunteer application is a great chance to think about who you might put down for your next job application.

Want to start volunteering?

To find out more about volunteering, or get help to apply for volunteer positions, contact the following services:



Southern Suburbs, Fleurieu Peninsula or KI contact:

Southern Volunteering (SA) Inc

Phone: 8326 0020

Email: admin@svsa.org.au



Northern Suburbs, contact:

Northern Volunteering (SA) Inc

Phone: 8250 1582

Email: reception@nvsa.org.au



For Adelaide, or regional/rural South Australia, contact:

Volunteering SA & NT

Phone: 8221 7177

Email: reception@volunteeringsa-nt.org.au

or find volunteer roles online



www.govolunteer.com.au



www.volunteer.com.au