

Description

Job Title: Coordinator, Volunteer Services
Ref No: OP22
Portfolio & Program: People & Culture
Reporting Relationship: Senior Manager, Human Resources
Classification: Salaried
Date: February 2019

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

My purpose is to...

Coordinate the Volunteer Services function, providing input into strategy and planning for growth and development, as well as providing leadership and support to Volunteer Coordinators.

I will make a difference when I...

Volunteer Coordination

- Contribute to the development of strategies, plans, and projects that develop and grow volunteer functions.
- Work with Volunteer Coordinators within the business to ensure volunteer programs and services are operating efficiently and effectively, and meeting organisational requirements.
- Work with business Managers to identify new volunteering opportunities.
- Manage the end to end recruitment of volunteers, including advertising and screening processes.
- Actively liaise and partner with volunteer associated bodies and collate and share information from the sector.
- Actively identify, create and promote opportunities to maximise volunteer participation and engagement.
- Represent AnglicareSA at parish partnerships, meetings, committees, working groups and professional forums.
- Liaise with schools to promote student volunteer programs.
- Contribute to internal communications and external marketing strategies to promote and grow the positive impact of volunteering functions.
- Coordinate key strategic volunteer projects.

People Leadership

- Promote and ensure clear communication, effective working relationships and accountability.
- Liaise with other People & Culture functions on volunteer management matters including recruitment, learning and development, misconduct and performance concerns.
- Provide coaching and support to Coordinators and Managers with minor HR issues involving volunteers.
- Promote strategies to enhance the engagement and retention of volunteers.

Quality and Risk Management.

- Contribute to and support the implementation of quality and risk systems to meet accreditation standards in volunteer management.
- Ensure that volunteers have an effective internal and external Comments / Complaints / Suggestion Management system.
- Monitor and report on Volunteer mandatory training and required National Police and DCSI Clearances.

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Obtain and maintain a National Police History Check
- Obtain and maintain a current DCSI clearance

☒ Willing to work at other sites as required

☒ Out of hours guidance and attendance may be required

Direct Reports: Nil

Working Relationships: Program and Senior Managers, Volunteer Coordinators, Volunteers, People & Culture team, and external organisations.

I will utilise my.....

Qualifications

- Community Sector Management (Volunteer Management) or related Recruitment Management / Coordination experience.

Skills and Abilities

- Experience running a similar volunteer program – desirable.
- Experience in the attraction, recruitment and retention of volunteers or employees.
- Coaching and mentoring skills, with well-developed communication skills.
- Knowledge of community networks and resources.
- Relationship management skills to build and maintain effective relationships.
- Strengths in collaboration and networking/business development.
- Ability to work autonomously and reach targets.
- WH&S knowledge and skills suitable for the position.
- Work within a team environment in accordance with AnglicareSA values.

My dedication and commitment

Job holder Signature: Date:

Print Job holder Name:

General Manager, People & Culture:  - HR Business Partner

Date: