

# POSITION DESCRIPTION

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| Position Title | Volunteer Development Officer |
| Position Number | SP-LC-146 |
| Grade | Grade 13 |
| Reports To | Service Development Coordinator |
| Division | Community & Culture |
| Hours | 60 hours per fortnight |
| Award | Local Government (State) Award |
| Budget | Minimal – program expenses  |
| Staff Responsibility | Indirectly – program volunteers  |

## Position Purpose

The Volunteer Development Officer is a part of the Aged & Disability Services team within Cumberland Council which provides a range of quality direct services including information, advocacy, carer support, nutrition services (home delivered and centre based meals), transport, and activities, events and social groups to maintain overall wellbeing and independence. By providing a committed approach to person centred essential support, the team seeks to promote social inclusion, encourage an enhanced quality of life and increase capacity for seniors and people with disability to participate in the community.

The position is responsible for managing the Volunteers Program within Aged & Disability Services including the development, implementation and review of volunteer policies and procedures, recruitment and promotion of volunteering opportunities, volunteer meetings and development of training programs and recognition of volunteers. This position is also responsible for ensuring quality improvements of the volunteer program are considered and our processes meet the Volunteer Standards and Council processes.

The position is to work across all sections of Aged & Disability Services to ensure programs and services can expand by ensuring quality trained and supported volunteers are engaged to support the programs expansions, demands and customer’s needs.

This position will also be expected to work closely with Councils Volunteering and Employment Initiatives Officer who oversees the Volunteer Program for other sections of Council.

### Selection Criteria

*Essential Criteria:*

* 1. Tertiary qualifications in Social Sciences, Arts, Humanities or qualifications showing relevant strength e.g. Sociology, Politics, Community Development etc.
	2. Demonstrated experience in the community services sector and understanding of community and sector development.
	3. Experience in working with volunteers, and/or managing volunteer programs.
	4. Demonstrated skills in undertaking community engagement and consultation and promotional activities
	5. Demonstrated experience working with a diverse range of groups including culturally and linguistically diverse communities.
	6. Demonstrated highly developed written and oral communication skills, including developing Council reports, funding applications, formal correspondence, policies and procedural documents, promotional material and presentations.
	7. Highly developed organisational skills, including excellent time management and ability to multitask and manage competing priorities under pressure.
	8. High level administrative skills, including attention to detail, ability to maintain accurate records and advanced skills in Microsoft Office.
	9. Current Class C Drivers Licence

*Desirable Criteria*:

1.13 Ability to speak a community language relevant to the Cumberland community or experience working with interpreters

1.14 Current Senior First Aid Certificate

### Key Relationships

2.1 Within the Group

2.1.1 All staff in the Group

2.2 Outside the Group

2.2.1 All staff of Council and Councillors

2.3 Outside Council

2.3.1 Members of public, residents and community leasers

2.3.3 Staff of other Local Government Authorities

2.3.4 Staff of State and Federal Government Departments and Agencies

2.3.6 Members of Community Groups, Interest Groups, External Service Providers

2.3.7 Contract Service Providers (Consultants/Industry)

### Principal Responsibilities

***3.1* Coordinate Council’s Aged & Disability Services Volunteers Program**

As the Volunteer Development Officer you will be expected to:

* Develop and review policies, processes and procedures related to volunteers for Aged and Disability Services Team including ensuring the Volunteer Handbook is kept accurate and up to date and all items reflect relevant legislation, guidelines and best practice
* Undertake and implement findings of the annual review of the Aged & Disability Services Volunteers Program.
* Recruit new volunteers and process applications in a timely manner including Criminal Record Checks for Aged & Disability Services
* Oversee the supervision and monitoring of volunteers within Council’s Aged & Disability Services.
* Maintain Council’s Aged & Disability Services volunteer database and ensure records are accurate and kept up to date in accordance with legislation and other relevant guidelines or standards. eg Criminal Record Checks
* Collect and report data on volunteer statistics.
* Develop written communication including promotional material, correspondence and presentations relating to the Volunteers Program.
* Undertake promotional activities and drives for the recruitment of new volunteers to the Aged and Disability Services Team, for example presentations, display stands / attendance at expos
* Coordinate regular volunteer meetings and annual reviews
* Develop, maintain, review and update Volunteer Job Descriptions
* Develop and conduct Volunteer Orientation and Induction Program for Aged and Disability Services
* Liaise and undertake consultations within Aged & Disability Services to identify new or vacant volunteer positions and opportunities, support and training requirements for volunteers.
* Develop, coordinate or conduct training for the Aged & Disability Services Volunteers to ensure adherence to Council policies and appropriate support is provided to the customers and programs.
* Develop annual Volunteer Training Calendar to ensure the continued development of volunteers
* Coordinate volunteer recognition events and initiatives.eg: National Volunteer Week,
* Undertake professional development and keep up to date with developments in volunteer management and community development practices to ensure Council’s approach is based on best practice techniques and current research.
* Ensure relevant data, records and documentation is regularly maintained and up to date to allow accurate and timely reporting as required.
* Liaise and work with other relevant organisations to recruit, support and train volunteers
* Maintain communication with the staff in Aged & Disability Services on updates, process improvements, activities etc. relevant to the volunteer program
* Participate in staff meetings, planning and community and culture team projects and activities
* Assist Councils Aged and Disability Services Team with administration tasks if and when required
* Work closely and collaboratively with Council’s Volunteering and Employment Initiatives Officer to ensure best practice and outcomes for Councils overall Volunteering Program are met

***3.2 Performance Planning Accountabilities***

* Complete accurate and timely reporting on a monthly, quarterly and yearly basis.
* Ensure budgetary responsibilities are followed and budgetary procedures are met for areas where financial responsibility is assigned.
* Ensure that all requirements of funding bodies are actioned within required timeframes, including program monitoring and reporting accurately and timely reporting on a monthly, quarterly and yearly basis.
* Contribute to actions and targets in the Operational Plan each year.
* Ensure that work is undertaken within/according to established work plans.
* Assist in the efficient operation and work on joint initiatives to support the Aged and Disability Services Unit
* Other Duties as directed by the Service Development Coordinator, Manager Aged and Disability Services and Group Manager Community & Culture.

### Risk Management

***Worker Risk Responsibilities***

Staff are required to act at all times in a manner which does not place at risk the health and safety of themselves or any other person in the workplace. Staff should provide input into various risk management activities. Staff are responsible and accountable for taking practical steps to minimise Council’s exposure to risks including contractual, legal and professional liability in so far as is reasonably practicable within their area of activity and responsibility.

### Work Health Safety

***Worker WHS Responsibilities***

* Comply with all Council safe work policies and procedures and any reasonable safety instructions given by your Manager or supervisor.
* Work with due care and consideration to safeguard your own health and safety and the health and safety of others and report any potential hazards, incidents or injuries to your manager/supervisor.
* Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with Work Cover requirements.
* Participate and assist in achieving set WHS targets and target completion times.
* Support Rehabilitation in the workplace.
* Attend all relevant safety training and information sessions provided.

### Energy & Water Commitment Statement

***Employees Responsibilities***

Staff are responsible for taking practical steps to reduce Council’s energy and water use within their activity and responsibility.

### Budget Responsibility

Develop, manage and report on the cost effective and efficient provision of services within area of responsibility consistently within budget and corporate objectives.

Ensure that financial accounts and reports provide the essential elements of transparency and accountability.

### Child Related Position

Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

###  Criminal Record Check

### As per industry guidelines, a Criminal Record Check is essential for this role

### Record Keeping

To accept and undertake the requirements and obligations for effective recordkeeping as outlined in the document 'What have records got to do with me?' and to ensure the creation, careful handling and preservation of records which are entrusted to my care, as an employee of council.

### Fraud and Corruption Prevention

***Identified Roles***

Comply with Council’s ethical conduct, risk management and policy frameworks and Fraud Control Plan.

* Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

### Organisational Values

Staff at all times are required to model Councils values, play a role in raising the profile of these values and associated behaviours across the organisation, including a positive contribution to workplace harmony and displaying cooperative team behaviour.



### Signatories

I agree this position description accurately reflects the duties and responsibilities of my role and that I will demonstrate commitment to organisational values at all times.

Name:

Sign:

Date:

Managers Name:

Sign:

Date: