



Position:	Volunteer Coordinator
Date Effective	September 2017
Conditions	Common Law Contract

Who we are:

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

Our philosophy and vision

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

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Our values

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

Purpose of the role

The purpose of this role is to support Lutheran Services in optimising the effectiveness and extent of volunteer use as a way of improving the quality, variety, relevance and number of services delivered to clients and residents.

Operating environment

This position is based in Milton in the Support Centre (Head Office) for Lutheran Services, a respected not-for-profit organisation providing services in the fields of aged care, disability, family and youth support, and hospital chaplaincy in Queensland. Lutheran Services has approximately 1,300 employees and 400 volunteers.

This position will interact with managers of services, volunteer coordinators, other employees and volunteers. Volunteer coordinators who work in individual services will continue to report to the relevant service manager.



Reporting Relationships

The position reports to the Human Resources Manager.

This position has no direct or indirect reports. Volunteer coordinators who work in individual services will continue to report to the relevant service manager.

Major Responsibilities

Within the policies established by Lutheran Services and working in collaboration relevant managers and employees, the occupant of this position will:

- Drive the development of systems, processes and resources to assist volunteer coordinators in Lutheran Services to attract, retain and optimise the use of volunteers in their services, as well as to ensure compliance with legal obligations relating to the use of volunteers;
- Support and guide volunteer coordinators located within Lutheran Services locations;
- Identify further opportunities for volunteers to enhance the support (variety, quality and quantity) provided to Lutheran Services clients and residents;
- Identify sources of volunteers and build relationships with these sources;
- Identify the training needs of volunteers (in collaboration with the Learning & Development Coordinator);
- Provide direct support to volunteers in services that do not have a local volunteer coordinator (in consultation with the relevant service manager).

Qualifications and experience

The position requires the incumbent to have a tertiary qualification in human resources, social welfare or a related field.

The incumbent must:

- be capable of forming and maintaining professional and congenial working relationships with co-workers;
- be capable of managing their own workload, including overlapping priorities, and meeting deadlines without creating unnecessary stress for themselves or others;
- produce written reports of a high quality;
- understand the legal issues affecting the engagement of volunteers.

The position will involve working relatively independently, with a high level of personal responsibility for the quality of their work output.

The incumbent must be eligible for a positive federal police check and hold a current driver's licence. The incumbent may be required to provide consent for Lutheran Services to obtain their workers' compensation claims history and information in relation to pre-existing medical conditions or injuries relevant to this position and submit to a pre-employment medical.

NOTE: This job description is not intended to be all-inclusive. The occupant may perform other related duties to meet the ongoing needs of the organisation.
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