

POSITION DESCRIPTION

VOLUNTEER PROGRAM COORDINATOR

OVERVIEW

Program:	Volunteer Program
Reports to:	Workforce Development Manager
Supervise:	Volunteer Officer, Administration Officers, Volunteers
Date of Last Review:	January 2021
Classification:	Social and Community Services Employee Level 5 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The People & Strategy Division is responsible for supporting the delivery of the Mission's Strategic Plan and leading people management strategies to drive our values based culture and ensure that SHM can meet the demands of growth with a highly skilled and engaged workforce. The Division is comprised of Workforce Development, Strategy & Service Development and People & Culture. The Workforce Development team is responsible for the delivery of training and practice development initiatives to ensure that our workforce, paid and volunteer, is appropriately trained, supported and engaged to deliver SHM's Mission and strategic objectives.

The Mission recognises that volunteer involvement is a critical part of Australian society and is a critical part of our ability to delivery services to the most disadvantaged people within our community. Our Volunteer Program involves over 1,200 volunteers working across a number of the Mission's programs including the dining hall, opportunity shops, the hands-on day clinic, health and wellbeing activities, the 5 minute volunteers and the community visitors' volunteer program.

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PURPOSE OF THE POSITION

Together with the General Manager, People & Strategy and the Manager, Workforce Development, People & Culture, the position of Volunteer Coordinator is responsible for the strategic development and operation of the Volunteer Program. The Coordinator will do this by coordinating all aspects of recruitment, training, development and recognition of volunteers, as well as overseeing the general daily operations. Additionally, the Coordinator takes responsibility for the reporting and compliance of the program. The Coordinator supervises the Volunteer Program Officer and several administration Volunteers who provide support to the program.

KEY RESPONSIBILITIES

ACCOUNTABILITY	MAJOR ACTIVITIES
Operational support	<ul style="list-style-type: none">▪ Advise and support program managers to oversee best-practice volunteer recruitment processes and practice to source, select and recruit the right volunteers at right time with right skill set to meet the Mission's operational and strategic needs.▪ Independently ensure the effective and efficient administration of all documentation associated with the attraction, recruitment, referral, screening, appointment and induction of volunteers across the Mission's programs.▪ Independently provide advice and guidance to managers in respect of the program and with the day-to-day management of volunteers.▪ Independently oversee and manage the ongoing maintenance of an up-to-date and accurate database/record management system of volunteers that facilitates the efficient operation of the program and conforms to privacy and other requirements.▪ Ensure that the scheduling needs of both volunteers and programs are met and completed in a timely and accurate manner.▪ Independently develop processes and practices that ensure that the program offers volunteers meaningful experiences that contribute to the achievement of the Mission's goals and objectives.

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Date created: December 2016

Prepared by:

Manager People & Culture

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Updated by:

N/A

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	<ul style="list-style-type: none"> ▪ Liaise with and aid the Fundraising team in the engagement and management of corporate volunteering groups and opportunities.
Reporting and Compliance	<ul style="list-style-type: none"> ▪ Independently prepare volunteer data, analysis and dashboard reporting as per internal schedules and on an ad-hoc basis. ▪ Independently prepare and manage requests for volunteer data from external stakeholders, including funding bodies. ▪ Work with Fundraising to provide evidence and data for grant applications. ▪ Independently write up CVS and COPP reports as needed per funding agreement ▪ Ensure compliance with set targets from funding bodies.
Volunteer Engagement	<ul style="list-style-type: none"> ▪ Manage timely and appropriate communication with volunteers, ensuring high levels of participation and engagement, and alignment to the Mission's strategy. ▪ Independently coordinate the volunteers' Reward and Recognition program. ▪ Independently conduct regular volunteer surveys, using feedback to enhance and improve processes and practices. ▪ Provide information and briefing sessions to interested parties such as new volunteers, networking groups, schools, community groups, corporate volunteering groups etc. ▪ Address conflicts in regard to volunteers in a timely and professional manner and assist program managers and coordinators on various volunteer topics.
Leadership	<ul style="list-style-type: none"> ▪ Conduct regular supervision and provide feedback, coaching and support to direct reports. ▪ Attend and proactively contribute to team meetings. ▪ Provide support and guidance to other program coordinators and managers in relation to volunteer matters ▪ Participate in a workplace environment that supports employees and volunteers and builds teamwork to ensure the provision of quality and innovative services.

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Document Status: Current

Date created: December 2016

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Updated by: N/A

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Health & Safety	All SHM staff are responsible for exercising a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions to ensure compliance with the <i>Occupational Health and Safety Act 2004 (Vic) Act</i> and related legislative requirements.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	<p>All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture. This commitment to CQI includes ensuring that the Volunteer Program Coordinator will independently:</p> <ul style="list-style-type: none"> ▪ Undertake ongoing evaluation of the volunteer program in line with the Australian Volunteer Standards to enhance and improve processes and practices. ▪ Develop and implement strategies and initiatives to enhance and improve the Volunteer Program.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Current Drivers Licence

QUALIFICATIONS

- Relevant qualifications and/or demonstrated experience in the volunteering sector or previous community development experience.

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Date Updated: N/A

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Prepared by: Manager People & Culture

Updated by: N/A

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KEY SELECTION CRITERIA

- Experience in managing and supervising a small team.
- Demonstrated experience in the provision of volunteer services in a community services organisation, including a solid understanding of the Australian Volunteering Standards and how they may apply to the Mission's Volunteer Program.
- A commitment to continuous improvement and quality systems, especially working with databases, electronic record keeping and improving the management of data.
- Clear capability to look beyond immediate operational requirements and plan for the future on a holistic and strategic level.
- Strong ICT skills including Microsoft Office Suite and volunteer databases such as Volgistics.
- Flexibility in work with the ability to multi task and handle day-to-day operations and research, present, deliver and implement projects at the same time.
- Excellent communication skills, both verbal and written.
- High-level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment to the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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