

Volunteer Experience Lead

Position Description

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| Directorate: | Membership, Volunteers and Regional Operations |
| Reports to: | Manager, Volunteer and Member Programs |
| Direct reports: | One – Volunteer Support Officer |
| Location: | Centre based in State Office at Lewisham. |
| Primary position objective: | Create, drive and implement state-wide strategies to engage volunteers in the Society's programs and services, working collaboratively with the network of volunteer engagement officers across NSW. |

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

Member and Youth Experience: this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

Volunteer and Member Programs: this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs; as well as for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

Regional Operations: this team is responsible for local implementation of conference engagement; member engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

Accountabilities and responsibilities

The Volunteer Experience Lead will:

- Deliver on the successful implementation of the Strategic Plan with regard to Volunteers, especially with regard to leading the implementation of the Society-wide Volunteer Strategy.
- Lead the Volunteer Engagement Team within Volunteer and Member Programs, supporting the learning, development and growth of direct report/s.
- Act as an accessible focal point across the organisation for leadership, information, strategies and resources on volunteer engagement, inclusion and management.
- Work collaboratively with regional colleagues to implement systems, processes and tools that support best practice volunteer management.
- Support the implementation of effective engagement strategies for volunteers ensuring that they have a sense of belonging and are recognised and valued for their positive contribution.
- Work collaboratively with colleagues to ensure that an accurate database of active volunteers is in place, ensuring the collection of all relevant volunteer information.
- Maintain appropriate policies and procedures for volunteers, and support local compliance with those policies and procedures.
- Support the design and implementation of effective recruitment, onboarding and retention systems and processes for volunteers across all Society services and programs including the retail team.
- Support the delivery of internal communications for volunteers across NSW utilising social media platforms and technology.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Improve volunteer experience and engagement.
- Coordinate volunteer engagement initiatives and communication strategies effectively.
- Increase attraction and participation of volunteers.
- Increase number of people from diverse communities to whom we provide volunteering opportunities.
- Support the Volunteer Support Officer as a direct report.

Key working relationships

In addition to the Manager, Volunteer Experience and their direct reports, the Volunteer Experience Coordinator will foster close working relationships with:

- Volunteer Support Officer and members of the Volunteer and Member Programs Team
- Volunteer Engagement Officers (Regional Operations team);
- Member and Community Engagement Coordinators (Regional Operations teams);
- Manager, Internal Communications (Commercial Enterprise, Fundraising and Communications);
- Regional and Area Managers (throughout Vinnies Services directorate and Commercial Enterprise, Fundraising and Communications).
- Managers across the Information and Technology Team.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant tertiary qualification/s in human resources, learning & development, communications or related areas.
- Demonstrated experience working with volunteers.
- Demonstrated experience developing and implementing volunteer engagement and communication strategies in metropolitan and regional areas.
- Proven communication and interpersonal skills.
- Proven project leadership skills and the ability to manage competing priorities.
- Experience leading a small team to deliver positive outcomes.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.