Volunteer Engagement & Recruitment Coordinator

Position Description

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| Directorate: | Membership, Volunteers and Regional Operations  |
| Reports to: | Volunteer Experience Lead |
| Direct reports: | NIL  |
| Location: | Centre based in State Office at Lewisham. |
| Primary position objective: | Drive the implementation of state-wide strategies to recruit and retain volunteers in the Society’s programs and services, supporting the achievement of recruitment and engagement outcomes as set out in the Society’s Volunteer Strategy.  |
| *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 Engagement & Recruitment Coordinator will:

* Drive the successful implementation of the Society-wide Volunteer Strategy
* Lead the implementation of recruitment & retention strategies for volunteers across all Society services and programs
* Work with the Volunteer Experience Team Lead to innovate and deliver effective volunteer partnerships with appropriate organisations
* Support the development and roll out of Volunteer & Members CRM & microsite
* Work collaboratively with regional colleagues to improve onboarding and experiences for volunteers across the Society
* Support the implementation of improved onboarding and offboarding processes for volunteers across Society service and programs, assisting with monitoring compliance
* Work collaboratively with the Volunteer Experience Lead to scope further opportunities and pathways for engagement across Advocacy, Youth, Membership, Vinnies Services and other sections across the organistaion
* Work collaboratively with the Volunteer Support Officer to manage enquiries around volunteering at Vinnies NSW
* Contribute to a friendly and engaging workplace to ensure a positive volunteer experience
* Adhere to policies and procedures for volunteers, and support compliance with those policies and procedures
* 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)

* Lift volunteer numbers across the Society and activities to ensure targets as set in the Volunteer Strategy are met
* Improve volunteer experience and engagement.
* Ensure that systems, policies and procedures for volunteers are complied with
* Ensure that volunteer reporting meets governance requirements, regional needs and is delivered on time as required

# Key working relationships

In addition to their manager and the other members of their Volunteer Experience team, the Volunteer Recruitment Officer will foster close working relationships with:

* Volunteer Support Officer & members of the Volunteer and Member Programs Team
* Volunteer Engagement Officers (Regional Operations Team);
* Operation Support Officers (Regional Operations teams);
* Volunteer Managers Network and volunteers/volunteer managers across the Society
* The Retail & Logistics Team
* Vinnies Vans Team in Sydney Metro and across NSW
* Other roles within other Directorates across the Society based on the projects or initiatives assigned

# 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 qualifications in Volunteer Management and/or Stakeholder Engagement
* Demonstrated skills and experience onboarding volunteers into a variety of roles, preferably in a non profit or for purpose organisation.
* Proven communication, presentation and interpersonal skills across a range of mediums
* Advanced computer skills with extensive experience managing a database
* Proven ability to work autonomously
* Proven project coordination skills and the ability to manage competing priorities

# Desirable criteria

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