

Coordinator, Volunteer Engagement Position Description

Directorate:	Community Inclusion
Reports to:	Team Leader, Community Participation
Direct reports:	NIL
Location:	99 Forbes Street, Woolloomooloo
Primary position objective:	Manage the recruitment, screening and training of volunteers for activities and programs facilitated by the community development team

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

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Local Area Coordination (LAC) program: this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Volunteer Coordinator will:

- Ensure / Contribute to the successful implementation of the Strategic Plan within their team.
- Proactively manage the recruitment and on boarding of volunteers as per the Society's policies and procedure
- Develop a recruitment strategy to meet the needs of CALD communities and young people
- Manage the advertising and promotion of Community Development volunteer roles using online platforms, paper based media and networks
- Develop and manage a volunteer recognition program
- Coordinate opportunities for volunteers to provide feedback and contribute to program development
- Maintain accurate, up to date records of all aspects of volunteer recruitment including the volunteer database

- Prepare the monthly email newsletter for volunteers
- Participate in Society Volunteer Management Working Groups and ensure practices adhere and are consistent with the Society's Volunteer Management Strategy
- Ensure that volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Contribute to a safe working environment for staff, members and volunteers by implementing 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.
- Duties and responsibilities are subject to change in view of new priorities and changing organisational needs
- Working hours may vary and you will be expected to be flexible in line with operational needs

Critical Key Performance Indicators (KPIs)

- # of volunteer screened and trained (with targets for CALD / youth volunteers)
- Distribution of monthly newsletter

Key working relationships

In addition to the Team Leader, Community Participation and their direct reports, the Volunteer Engagement Coordinator will foster close working relationships with:

- The Activities Coordinators
- The MTH Volunteer Coordinator
- Other volunteer managers across The Society

Essential criteria

Critical capabilities

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

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- **'People we serve' centric:** (Level 1) Deliver or support the delivery of high quality services that promote a hand up for the people we serve
- **Value based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Tertiary qualification in a relevant discipline or experience in volunteer coordination
- Experience in personnel management
- Understanding of legislation, principles and best practice of volunteer management
- Strong project management, organisation and planning skills
- Ability to develop and maintain effective partnerships and to work cooperatively with diverse internal and external stakeholders at all levels
- Experience with marketing and promotions in order to engage specific target groups, including website development and event coordination
- Technical experience with databases, Excel, and user support. Ability to input data with attention to detail and accuracy, and to analyse datasets and create statistical reports
- Demonstrated skills and experience facilitating training sessions

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Current NSW driver's license or in process of getting a driver's license and confidence to drive groups of people