



POSITION DESCRIPTION

Position Title:	Volunteer Recruitment Adviser - Membership
Location:	Box Hill
Reporting to:	HR Operations Manager
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



Our Child Safety Commitment

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone’s responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

Recognising that who we bring into the organisation has a significant impact on the culture and success of the Society. This position ensures the professional, responsive and timely delivery of services to St Vincent de Paul Conferences across Victoria.

The Volunteer Recruitment Adviser (Membership) will promote and drive an innovative recruitment process and system and ensure the ongoing development of Conference membership throughout all our Victorian locations. This role will support Conferences to develop and grow their volunteer Membership cohort, to be effective in their responses to the most disadvantaged in our communities by increasing the presence and awareness in community of what a member is and how to get involved.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society’s values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures



<p>Deliver Recruitment services to organisation</p>	<ul style="list-style-type: none"> • Delivery of clear, documented processes for membership recruitment including attraction, screening and on-boarding. • Enhance the recruitment toolkit for Conferences to ensure it provides contemporary methods to attract members, making it easily accessible to all Conferences. • Implementation and ongoing review and enhancement of attraction, selection, screening and on-boarding processes for members • Development and implementation of a strategic attraction plan including pre-requisite skills for members and office bearers. • Regularly interfacing with external community groups and organisations to promote and support the Society's overall strategic recruitment and resourcing needs. • Participate in the design, implementation and marketing of volunteer programs and initiatives to include diversity outreach, student, and other targeted volunteer groups. • Maintain recruitment collateral inventory and facilitate the distribution of promotional materials. • Participate in the development of key HR projects including progression of all volunteer workforce onto a centralised HR Information System (HRIS) and implementation of relevant Society Recruitment Strategy priorities. • Support election processes. • Support Conference Support Officers with succession plans for future office bearers.
<p>On-boarding and Orientation</p>	<ul style="list-style-type: none"> • Assisting with on-boarding and orientation process of new members in a timely and professional manner. • Support Conference Leaders to develop vibrant, welcoming conferences to attract new members • Support Conference Support Officers to ensure new office bearer inductions are completed within their first month in the role.
<p>Compliance Checks</p>	<ul style="list-style-type: none"> • The Recruitment Advisor works closely with the HR Compliance Team top ensure that the organisation is compliant for all membership compliance checks • Systems and Processes are followed, monitored and maintained to ensure the workforce is compliant at all times
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Support office bearers to understand and implement Society policies and processes • Building positive working relationships with internal stakeholders at regional and local level. • Engage with Conference Support Officers and Conference Leaders to understand their needs. Annual Planning with Central Council Presidents to understand priority areas for recruitment. Articulate clear, actionable goals developed in a plan. • Develop positive working relationships and the provision of high-level proactive recruitment services. • Responding to enquiries from prospective and current members and key stakeholders in a timely manner and drafting various communications (acknowledgment, thank-you, etc.)
<p>Data Analytics</p>	<ul style="list-style-type: none"> • Data reporting and analysis • Development of Quarterly Reporting for Central Councils • Development of Monthly Reporting for HR Leadership Team.



POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
HR Operations Manager	Internal	<ul style="list-style-type: none"> Line Manager
HR Operations Team	Internal	<ul style="list-style-type: none"> Team members - Networking, effective partnering and capacity building
Central Council Presidents	Internal / Customers	<ul style="list-style-type: none"> Customers / recipients of our service
Regional Council Presidents	Internal / Customers	<ul style="list-style-type: none"> Customers / recipients of our service
Conference Presidents	Internal / Customers	<ul style="list-style-type: none"> Customers / recipients of our service
Like-minded organisations	External	<ul style="list-style-type: none"> Networking, effective partnering and capacity building

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

Including but not limited to;

- Conference Presidents that are informed, confident and capable to understand and implement policies and processes including recruitment processes and election processes.
- Positive and consistent experience for members joining the Society
- Increase Membership numbers
- Greater presence and awareness in community of what a member is and how to get involved
- Assurance to the Society that our people are “safe” through completion of relevant compliance activity
- Strong pipeline of leaders emerging within conferences
- Office Bearers and new members with greater IT literacy
- Delivery of clear, documented processes for membership recruitment including attraction, screening and on-boarding.
- Strategic attraction plan including pre-requisite skills for members and office bearers.
- Development of Quarterly Reporting for Central Councils



- Annual Planning with Central Council Presidents to understand priority areas for recruitment. Clear, actionable goals developed in a plan. Reduce number of priority / high-need areas in Victoria

KEY REQUIREMENTS

Qualifications

- Tertiary qualification in Human Resources (preferred but not essential)

Experience

- Knowledge of end to end recruitment processes
- Demonstrated experience in delivering volunteer recruitment services (preferred)
- Experience in providing training to diverse groups in recruitment systems and processes
- Strong experience with technology, database reporting, data management and analysis
- Demonstrated experience in working autonomously, whilst part of a larger team environment.
- Experience in developing Recruitment Strategy within a complex environment
- Prior Leadership experience

Ideal candidate skills

- Passion for volunteer recruitment and general human resources
- A natural people person, who is able and willing to learn how to build networks and develop opportunities in a fast paced environment
- Someone who is motivated by building strong connections and providing outstanding service to your customers
- Leadership, courage and resilience
- Behaves in an ethical and professional manner at all times
- An ambitious, passionate and results-oriented individual
- Willingness to vary normal working hours from time to time and to travel regionally as required
- Awareness of, and ability to work within, the ethos of the Society
- Structured and process oriented working style
- Strong communication and influencing skills
- Exceptional time management skills
- Understanding and commitment to equity and diversity

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.