

Manager, Volunteer Experience

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Executive Director, Membership, Volunteers and Regional Operations
Direct reports:	Volunteer Experience Officer Volunteer Learning and Development Needs Coordinator Volunteer Support Officer.
Location:	This position will be centre based at State Support Office working closely with the Regional Directors and their locally based teams within each Region.
Primary position objective:	Manage the development and implementation of strategies for volunteer attraction and experience, from onboarding through to active participation in the Society, consistent with the Society's strategy, One Society culture and policies and procedures.

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.

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.

Volunteer Experience: this team is responsible 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 Manager, Volunteer Experience will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Develop and implement a volunteer attraction and retention strategy that positions the Society as a centre of excellence for volunteering and expands the volunteer base.
- Engage with Regional Directors to understand current and future local volunteer needs aligned with service requirements (including Care & Assistance Services, Vinnies Services and Commercial Enterprises).
- Identify and provide a broad range of integrated volunteering opportunities within our service lines that will meet service needs and provide enriching volunteer opportunities for people from diverse backgrounds and circumstances.
- Develop systems, processes and tools that support best practice volunteer management and promote access and inclusion to volunteering activities.
- Ensure that volunteer learning and development needs are identified and utilise blended learning approaches to support their effective orientation and ongoing growth and capability development.
- Lead 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.
- Build and maintain an effective and skilled team by establishing role clarity at direct report level, aligning goals and ensuring that performance expectations are clearly set and regularly reviewed.
- 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.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Improved volunteer experience and engagement as measured through pulse engagement surveys.
- Increased attraction and participation of volunteers.
- Increased number of people from diverse communities to whom we provide volunteering opportunities.
- Increased proportion of our volunteers who access training and development opportunities and report that these have strengthened their knowledge and skills.
- Effective policies, procedures, systems and processes for volunteers are in place and complied with.

Key working relationships

In addition to the Executive Director, Membership, Volunteers and Regional Operations and their direct reports, the Manager, Volunteer Experience will foster close working relationships with:

- Regional Directors (Regional Operations teams)
- Director, Retail and Logistics (Vinnies Services);
- Director, Homelessness and Housing (Vinnies Services);
- Director, Community Inclusion (Vinnies Services);
- Director, Health Services (Vinnies Services);
- Manager, Learning and Development (Corporate Services);
- Manager, Policy and Advocacy (Corporate Services);
- Manager, Program and Service Quality (Corporate Services);
- Director, Communications and Marketing (Commercial Enterprise and Fundraising);
- Manager, Internal Communications (Commercial Enterprise and Fundraising).

Essential criteria

Critical capabilities

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

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 4) Enable a culture of collaboration across the Society to deliver on the Society's mission and Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in human services or social work or equivalent experience working in the volunteer engagement related sectors; social services or related sectors.
- Demonstrated ability to review and analyse data to enable effective reporting to executives.
- Demonstrated ability to develop and implement volunteer attraction and engagement strategies.

- Proven communication and interpersonal skills across a range of mediums.
- Proven project management skills and the ability to manage competing priorities.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience in leading volunteer programs and services across a diverse organisation.