

Position Description

Job title: Volunteer Coordinator (part-time 15 hours a week)

Location: Gordon

Reports to: Community Engagement Manager

Position Summary

In support of all areas of H2HS, drive volunteer experience and growth of the volunteer workforce by coordinating the overall execution of volunteer publicity, onboarding, engagement, development and retention;

The key objectives of this role are:

- Participate in the design and deployment of initiatives which promote and engage volunteers in H2HS
- Work with the Community Education Manager and all Managers, to design, promote and deploy LLH2HSS's volunteer opportunities and programs
- Implement and administer initiatives aligned with volunteering strategies to drive growth, retention and recognition including marketing, promotional materials, copy and presentations
- Respond to enquiries and maintain a database of volunteers

Key Accountabilities	Tasks
<p>Volunteer process coordination and administration</p>	<ul style="list-style-type: none"> • Work with the Community Engagement Manager and all Managers, to design, promote and deploy LLH2HSS's volunteer opportunities and programs • Administer volunteer recognition programs, years-of-service (AGM) awards, social events and PD opportunities • Gather information about the volunteer's skills, availability, and goals to match them with appropriate opportunities • Respond to initial volunteer Expressions of Interests, and, where the potential volunteer has a range of interests, interview, placing Volunteers in different roles based on their interests and qualifications in conjunction with each function Coordinator/Manager • Administer, record and report on candidate stages through the screening and recruitment process, including screening assessments, shortlisting, interviews, offers and onboarding/offboarding requirements • Along with Marketing and Community Engagement, administer regular volunteer recruitment drives, depending upon the team and need, including applications, web based promotions, newspaper listings and cross-promotion of volunteering opportunities, as appropriate • In consultation with Managers and Coordinators, maintain a suite of volunteer job descriptions • Co-ordinate fit-to-work and any other pre-commencement checks for potential volunteers • Administer the maintenance of volunteer data-bases, where required, for local services and operations • From the database of 'standing volunteers', assist Managers and Coordinators to recruit within and beyond that group for one-off and specialist roles • Administer processes which capture exit surveys, options for other volunteering opportunities and acknowledgement of volunteers who conclude their time with H2HS

	<ul style="list-style-type: none"> • Assist volunteers to access resources and reimbursements within budgets and with appropriate approvals • Recommend and configure templates, fields, user-set-up and first-level support in applicable systems (eg.Better Impact) in conjunction with the Manager • Analyse and report on volunteer feedback/generate reports as required • Performs other related duties
Lifeline policies	<ul style="list-style-type: none"> • Maintain and promote a high standard of professionalism • Follow and observe all Lifeline H2HS and Lifeline Australia policies and procedures

Core Competencies	
Customer service orientation	Establishes credibility and respect with clients and staff; conveys a positive attitude
Plans and organises work	Establishes courses of action for self and others to ensure that work is completed efficiently; shows punctuality and reliability; sets appropriate priorities and effectively handles competing demands
Demonstrates interpersonal skills	Listens and demonstrates sensitivity in reactions to problems and concerns
Builds positive working relationships	Establishes good interpersonal relationships by working collaboratively and helping people feel valued; shows empathy and respect to others
Demonstrates adaptability	Adjusts effectively to new issues and requirements in the work environment, maintaining a positive and constructive approach.
Communicates effectively	Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding.

Competencies

Essential

- Demonstrated high-level administration and organisational skills
- Capacity to maintain confidentiality and professional standards of behaviour
- Well-developed liaison skills, including excellent communication skills with a range of public, private and non-profit stakeholders
- Excellent time management skills including prioritising workload and working to deadlines, attending to detail at all times
- Demonstrated writing skills and advanced MS Office skills
- A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment.

Qualifications and experience

Essential

- Tertiary qualifications in business administration and/or equivalent qualifications e.g. degree/diploma course
- Experience in administration or an office environment and high-level executive support

Desirable

- Previous experience in welfare/community service organisation

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____