

POSITION DESCRIPTION

POSITION TITLE	Volunteer Coordinator		
POSITION OVERVIEW	<p>The Volunteer Coordinator is responsible for Woden Community Service's Volunteer program and student placements through the promotion, recruitment, placement, coordination and ongoing support of volunteers and students within WCS. This includes coordinating with Service Area Managers to recruit, induct and support volunteers, student placements, interns and maintain volunteer records.</p> <p>The role will support WCS activities through volunteer support, as well as undertake activities and initiatives that encourage people to develop connections and participate within their local community.</p>		
CLASSIFICATION	WCS Level 5	SERVICE LINE AREA	People Services
EMPLOYMENT TYPE	<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME		HOURS PER WEEK 38
LOCATION	Callam Offices		
IMMEDIATE MANAGER	Senior Manager, People and Services		
INDUSTRIAL AGREEMENT	Woden Community Service Inc - Caring for Our People, Building Our Capability to Serve, Enterprise Agreement 2021-2023.		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	Volunteers	NO OF INDIRECT REPORTS	Nil
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KEY RELATIONSHIPS

INTERNAL	Program Team leaders and Managers, WCS Marketing and Communications, WCS Human Resources, Executive Managers, CEO, Volunteers, WCS Staff.
EXTERNAL	General public, current service users, external stakeholders, government and non-government agencies, Volunteering ACT.

KEY ACCOUNTABILITIES

- Coordinate the WCS volunteering program including the active marketing, recruitment and management of volunteers.
- Coordinate student placements and intern engagement with WCS including coordinating placements within programs and supporting program managers to onboard students and interns.
- Develop, implement and evaluate new volunteer initiatives, including training and seeking grant opportunities.
- Provide a WCS induction for volunteers and students.
- Maintain all volunteer and student records.
- Assist with maintaining HRMIS records for volunteers, students and employees.
- Conduct onboarding requirements including screening activities.
- Provide a broad range of support to WCS volunteers including identifying volunteer's strengths, skills, or learning opportunities, matching appropriate programs and placements, training needs, support and employment pathways both internally and externally.
- Work with service area managers to coordinate volunteer and student placements.
- Support volunteers to deliver groups and support WCS led activities.
- Engage in ongoing improvement of knowledge and skills through training, reflective practice and supervision.
- Ability to work autonomously and collaboratively within a team.

- Support volunteers and service area managers or coordinators to resolve any questions or concerns about volunteer or student placements.
- Promote the value of volunteers within the organisation through regular communications, recognition of volunteer achievements and celebration of dates of significance.
- Identify and maintain up to date knowledge of organisations, groups and activities that exist within the community, including their volunteering requirements.
- Maintain up to date knowledge of National Volunteer Standards and ACT Volunteering guiding principles.
- Maintain accurate volunteer records and other relevant data including compliance with essential position requirements, and actively participate in reporting processes.
- Maintain Volunteering documentation such as the Volunteer Handbook and forms. Contribute to evaluation and reviews to identify program priorities, deliver program outcomes and ensure continuous improvement.
- Contribute as an effective member of the People Services Team by sharing information, supporting and assisting colleagues in a proactive manner to meet organisation goals and timeframes.
- Assist with project work as required.
- Work in accordance with workplace health and safety guidelines and follow the policies and procedures of the organisation.
- Apply workplace Diversity and Equity principles at all times.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Qualification in Community Services or related area, and/or extensive experience in a similar role within the community sector. • Excellent interpersonal communication and relationship-building skills. • Experience in supporting and engaging with a large team of volunteers or staff, and making best use of human resources, such as skills, time and expertise to meet organisational goals. • Demonstrated competence in maintaining accurate records, data collection and reporting. • Excellent administration, organisational and time management skills. • Demonstrated strengths-based approach to volunteer management across a diverse team. • Drivers licence.
Desirable	<ul style="list-style-type: none"> • Knowledge of community services, volunteer networks or able to obtain quickly. • Experience in group facilitation. • Experience in recruitment and induction processes. • Experience working with vulnerable people. • Senior First Aid and CPR accreditation. • Mental Health First Aid completion.
Other	<ul style="list-style-type: none"> • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History	Original: Dec 2019	Revised: July 2024	Version: 6
Employee's name		Signature	DATE