

## Employee Position Description

Position Details				
<b>Position Title:</b> Coordinator - Volunteering	<b>Department:</b> Community, Impact & Access	<b>Agreement:</b> <i>Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015</i>		
<b>Reports To:</b> Executive Lead, Community Impact and Access	<b>Location:</b> Camberwell			
<b>Direct Reports:</b> none	<b>Employment Status:</b> 0.6 Permanent	<b>Classification:</b> Grade 3		
Position Primary Purpose				
<p>To oversee volunteer programs within Access Health &amp; Community in compliance with funding and service contracts. A primary aim is to facilitate the provision of high quality community support services by volunteers, creating new opportunities and pathways for volunteers, ensuring recruitment, retention and training is undertaken.</p>				
Decision Making Authority	Key Relationships			
<p><b>Decisions made independent of Senior Manager</b></p> <ul style="list-style-type: none"> <li>Volunteer recruitment for Access Health &amp; Community</li> <li>Database management</li> <li>Volunteer supervision</li> </ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>CIA Leadership group</li> <li>Volunteer coordinators and managers across AccessHC</li> <li>Volunteer Coordination Administration Assistant</li> <li>Represent volunteering and the CIA / Camcare on internal committees</li> <li>AccessHC Intake and reception teams</li> <li>Liaise with volunteer coordinators across AccessHC</li> <li>Coordinate with HR Team to ensure volunteers are covered by applicable organisation policies and procedures</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>Specialist volunteer services providing recruitment, training and networking opportunities, e.g. Eastern Volunteering and BVRC</li> <li>Community members interested in volunteering</li> <li>Community partners providing project volunteers, e.g. churches, schools and service clubs</li> </ul>			
<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>				
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Key Accountabilities	
Focus Areas	Responsibilities
<b>Volunteer recruitment</b>	<ul style="list-style-type: none"> <li>• Plan for volunteer retention and replacement in programs</li> <li>• Develop and maintain up-to-date volunteer resources</li> <li>• Work with managers, team leaders and coordinators to identify potential volunteer positions and develop position descriptions for each role</li> <li>• Create recruitment pathways with organisations including Universities, BVRC, Volunteering Victoria</li> <li>• Undertake probation reviews/annual reviews in conjunction with the volunteer supervisor where appropriate</li> <li>• Maintain positive relationships with key external agencies that provide volunteer pathways into AccessHC</li> </ul>
<b>Volunteer training and recognition</b>	<ul style="list-style-type: none"> <li>• Provide ongoing information and support to volunteer supervisors to ensure compliance with volunteer standards and best practice in volunteering</li> <li>• Plan a training calendar to ensure volunteers have the knowledge and skills to undertake the roles to which they are assigned</li> <li>• Nominate volunteers for awards both internally with AccessHC and externally with City of Boroondara, BVRC, Volunteering Victoria and the like, to ensure recognition of volunteer service, and in promotion of Camcare / AccessHC as a positive place to volunteer</li> <li>• Oversee the maintenance of all volunteer records in Better Impact</li> </ul>
<b>Volunteer coordination</b>	<ul style="list-style-type: none"> <li>• Develop and review volunteer policies and procedures in line with Volunteer Australia standards and where applicable AccessHC HR policies and procedures</li> <li>• Facilitate effective organisational communication with volunteers</li> <li>• Organise events to celebrate volunteers and ensure volunteers are included in recognition schemes, e.g values awards</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Innovation</b> and <b>Quality</b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and codes of conduct.</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times.</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

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Selection Criteria	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working With Children Check</li> <li>• NDIS Check</li> <li>• Driver’s Licence</li> </ul> <p><b>Key selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications in human services</li> <li>• Minimum of 5 years’ experience in a volunteer coordination role within a human services environment</li> <li>• Strong interpersonal and communication skills – verbal, and written</li> <li>• Highly developed organisational skills with the ability to prioritise workload and multi task with high level of attention to detail</li> <li>• Demonstrated ability to work independently and work collaboratively within a team environment</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li> <li>• Commitment to continuous quality improvement and health promotion principles</li> <li>• Well-developed presentation and report writing skills</li> <li>• Effective financial management skills</li> <li>• Strong analytical and problem solving skills</li> <li>• Strong project management skills</li> <li>• Demonstrated ability to work in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.</p> <p>As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a NDIS Check, Working With Children Check, Police Check and potentially an International Check.</p>	
Authorisations	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>