



POSITION DESCRIPTION

POSITION TITLE: Volunteer Coordinator

PROGRAM: Organisational Development

STATUS: .06 EFT (3 days per week)

REPORTING TO: Organisational Development Director

1. JESUIT SOCIAL SERVICES OVERVIEW:

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

Jesuit Social Services operates a range of programs for disadvantaged young people, families and communities from various sites within the Melbourne metropolitan region.

2. PROGRAM BACKGROUND

The Organisation Development Unit comprises marketing and communications, fundraising and volunteering. The Unit plays a pivotal role in ensuring that the core values and key messages of the organisation are embedded in any work we undertake.

The Volunteer Program aims to build the organisation's capacity, on a national basis, through initiatives that engage a range of demographic groups including retirees, corporate volunteers and young people. From 2011 all Jesuit Volunteers will be offered the opportunity to engage in "Reflective Volunteering" activities that draw on the Jesuit tradition of combining service with the opportunity for social analysis and personal/group reflection.

3. KEY OBJECTIVE OF POSITION

Strengthen the organisation's capacity to deliver its services on a national basis through the development and engagement of a volunteer workforce and creation of a distinctive volunteer program that is able to be implemented and effectively managed across diverse sites and locations, including interstate centres.

4. DUTIES

- 4.1 Foster development of a strong, well trained and managed volunteer-force (incorporating skilled professionals and corporate volunteers, volunteer tutors and mentors, and administration and support volunteers) in accordance with best practice.
- 4.2 Maintain a flow of high quality volunteers through volunteer agencies, Jesuit and other networks and advertising in local media as appropriate.
- 4.3 Effectively engage Jesuit Social Services program managers, coordinators and staff to support and strengthen the recruitment and management of volunteering at the local program level.
- 4.4 Manage and grow group volunteering initiatives including corporate volunteering.
- 4.5 Maintain and continually improve training and induction materials including a volunteering handbook for managers and volunteer supervisors, a handbook for volunteers, and site-specific manuals.
- 4.6 Oversee, support and/or conduct manager/coordinator and volunteer training in accordance with Volunteering policy and procedures.
- 4.7 Continuously improve policies, procedures, performance monitoring and reporting to support organisational compliance and delivery of excellent volunteering outcomes.
- 4.8 Develop and manage the Donman Volunteer database, ensuring its capabilities are fully utilised.
- 4.9 Establish and manage ongoing communication and support systems for volunteers, ensuring they are included in relevant Jesuit Social Services activities (including All Staff Days, organisational orientation, and Christmas / Feast Day activities) as well as volunteer-specific initiatives.
- 4.10 Support the Jesuit Volunteer Reflection coordinator in the planning and implementation of activities in the Jesuit Volunteer Reflection Calendar.
- 4.11 Develop (with support from Marketing and Communications) an inspiring volunteer web page and ensure it is continually updated.
- 4.12 Other duties as required to support delivery of volunteering services and other Organisational Development Unit activity.

KEY SELECTION CRITERIA:

- 5.1 Understanding and sympathy with the mission of Jesuit Social Services.
- 5.2 Willingness to work within an Ignatian ethos, promoting Ignatian values, attitudes, and ways of living and working.

- 5.3 Demonstrated ability to recruit and develop volunteers and manage a volunteer program.
- 5.4 Demonstrated high level strategic thinking, planning and organisational skills and strong attention to detail.
- 5.5 Excellent stakeholder engagement, management and networking capability.
- 5.6 Highly developed written and verbal communication skills and the ability to identify, analyse and evaluate information from a variety of sources.
- 5.7 Ability to manage complexity and provide robust solutions to organisational challenges.
- 5.8 Demonstrated capacity to work in a highly collaborative team environment.
- 5.9 Good computer skills, including MS Office, and database management.
- 5.10 Capacity to fulfil reporting and administrative requirements associated with the position.
- 5.11 Current Victorian Drivers License.
- 5.12 Valid Police Check and Working with Children Check Card.

6. KEY PERFORMANCE INDICATORS

- 6.1 Structured, organisation wide Volunteer Program developed and in implemented that supports organisational strategy and is compliant with legislative requirements.
- 6.2 Volunteer workforce available to effectively support the ongoing volunteer requirements of programs.
- 6.3 Development of reporting systems to measure volunteer workforce capability, capacity, engagement and retention.

7. QUALIFICATIONS

Tertiary qualifications in Education, Management or related discipline highly desirable

8. CONDITIONS OF EMPLOYMENT:

Conditions of employment are in accordance with the current Jesuit Social Services Enterprise Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

9. LENGTH OF CONTRACT

Appointment from commencement to June 2012.

A six month qualifying period applies to all Jesuit Social Services contracts.

10. LOCATION

Based at Central Office 371 Church Street Richmond.

Approved by: Pamela Webb Organisational Development Director

Date: August 20th 2010