

## POSITION DESCRIPTION VOLUNTEER PROGRAM OFFICER

### OVERVIEW

<b>Program:</b>	Volunteer Program
<b>Reports to:</b>	Volunteer Program Coordinator
<b>Supervise:</b>	NIL
<b>Date of Last Review:</b>	September 2018
<b>Classification:</b>	Social and Community Services Employee Level 3 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

The Volunteer Program sits within the Workforce Development program, which is part of the People and Strategy Division of SHM. People and Strategy (P&S) focuses on equipping and enabling our people to enhance their contribution and connection to SHM's mission, vision and strategic objectives.

The Volunteer Program team is focused on delivering high quality and innovative projects including, volunteer engagement, compliance, training and practice.

SHM recognises that volunteer involvement is a critical part of Australian society and is a critical part of our ability to delivery services to the most disadvantaged people within our community. Our volunteer program involves over 1,500 volunteers working across a number of the SHM's programs including the Dining Hall, Women's Services, Opportunity Shops, Hands on Health Clinic, Health and Wellbeing activities, the 5 Minute Volunteers and the Community Visitors' Volunteer Program.

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## PURPOSE OF THE POSITION

Reporting to the Volunteer Program Coordinator, the position of Volunteer Program Officer is responsible to providing high quality administrative support of the Volunteer Program. This includes working in partnership with the Coordinator to build relationships and deliver initiatives that enhance the program.

Specifically, the Volunteer Program Officer is responsible for recruitment, engagement and retention of volunteers. They are also responsible for maintaining volunteer master-data, the scheduling of volunteers across the SHM's programs and assisting in the provision of quality data and compliance.

## KEY RESPONSIBILITIES

ACCOUNTABILITY	MAJOR ACTIVITIES
<b>Operational and Administrative Support</b>	<ul style="list-style-type: none"> <li>• Be responsible (in consultation with the Coordinator) for recruitment processes and practice to source, select and recruit the right volunteers at right time with the right skill set to meet SHM's operational and strategic needs.</li> <li>• Ensure the effective and efficient administration of all documentation associated with the attraction, recruitment, referral, screening, appointment and induction of volunteers across SHM's programs.</li> <li>• In consultation with the Volunteer Program Coordinator provide advice and guidance to managers in respect of the Volunteer Program and with the day-to-day management of volunteers.</li> <li>• Maintain an up-to-date and accurate database/record management system of volunteers that facilitates the efficient operation of the program and conforms to privacy and other requirements.</li> <li>• Ensure that the scheduling needs of both volunteers and all programs are met and completed in a timely and accurate manner.</li> <li>• Schedule, manage and coordinate the Volunteer Office volunteers to best assist the various needs of the Volunteer Program.</li> <li>• Assist in the development of processes and practices that ensure that the program offers volunteers meaningful experiences that contribute to the achievement of SHM's goals and objectives.</li> <li>• Liaise with and support the Fundraising team in the engagement</li> </ul>

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	<p>of corporate volunteering groups.</p> <ul style="list-style-type: none"> <li>Organise volunteer events, in consultation with the Program Coordinator, for the yearly National Volunteer Week and End of Year Thank You Party.</li> </ul>
<b>Reporting and Compliance</b>	<ul style="list-style-type: none"> <li>Assist in the preparation of volunteer data, analysis and dashboard reporting as per set schedules and on an ad-hoc basis.</li> <li>Assist in the preparation of volunteer data for external stakeholders such as funding bodies.</li> <li>Work with the Coordinator to ensure compliance with set targets from funding bodies.</li> </ul>
<b>Volunteer Engagement</b>	<ul style="list-style-type: none"> <li>In consultation with the Coordinator provide timely and appropriate communication with volunteers, ensuring high levels of participation and engagement, and alignment to SHM's strategy.</li> <li>Provide assistance with the volunteers' Reward and Recognition program and functions as required as well as the volunteer online learning program.</li> <li>Support the regular volunteer survey's process, using feedback to enhance and improve processes and practices within the program.</li> <li>Assist the Coordinator and others in providing information and briefing sessions to interested parties such as new volunteers, networking groups, schools, community groups, corporate volunteering groups etc.</li> <li>Actively build relationships with volunteers to engage and retain them.</li> </ul>
<b>Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Contribute to the ongoing evaluation of the Volunteer Program to enhance and improve processes and practices.</li> <li>Be actively involved and show initiative in the development and implementation of strategies and processes to enhance and improve the Volunteer Program.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Actively participate in supervision and team meetings.</li> <li>Contribute to the SHM's goals and objectives by proactively participating to the team culture and working autonomously.</li> </ul>
<b>OH&amp;S</b>	<ul style="list-style-type: none"> <li>Exercise a duty of care to work safely, taking reasonable care to</li> </ul>

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	protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>Risk</b>	<ul style="list-style-type: none"> <li>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</li> </ul>

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia

## QUALIFICATIONS

### Essential

- Relevant qualifications and/or demonstrated experience in the volunteering sector or previous community development experience.

### Desirable

- Advanced Microsoft Office skills

## KEY SELECTION CRITERIA

- Strong administrative skills, including management of data bases, scheduling and Microsoft Office programs.
- Excellent communication skills, both verbal and written.
- High-level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts. Working solutions-oriented.
- Ability to build strong working relationships with a variety of stakeholders to engage them in the program
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Demonstrated experience in the provision of volunteer services in a community services organisation, including a solid understanding of the Australian Volunteering Standards and how they may apply to the SHM's Volunteer Program.
- Strong alignment with the values of Sacred Heart Mission.

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**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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