

Position Description

Volunteer Engagement Coordinator

Position	Volunteer Engagement Coordinator
Team	Volunteer Engagement Team
Role Classification	SCHADS Awards, Level 5
Employment Type	Part-time, permanent
Hours	22.8 hrs per week (0.6) Full Time Equivalent
Location	Frankston (Bunurong Land) <i>The role will be based at our Frankston office with travel required to our sites in Mordialloc, Mt Eliza, Mornington and Rosebud, as well as occasional work from our Sandringham office and Moorabbin Distribution Centre.</i>
Reports To	Volunteer Engagement Lead
Effective Date	May 2024

Overview of Program

Family Life was founded by volunteers and they continue to play a key role in making a positive difference and supporting our community. Family Life currently has over 250 active volunteers working, predominantly in our social enterprises (Op Shops and Distribution Centre), but also in our services and community outreach. Besides supporting our operations, volunteers play a key role in promoting social connection and a sense of community.

Position Objective

The Volunteer Engagement Coordinator is responsible for coordination of volunteer activities across the Mornington Peninsula and southern City of Kingston regions. The role focuses on recruitment, training, engaging and supporting volunteers to meet the needs of our Social Enterprise Op Shops and other areas as required. The coordinator manages the entire volunteer life cycle and ensures the effective implementation and compliance with volunteer management processes, procedures, workflows, and policies. Salesforce serves as a key tool for managing these processes.

The purpose of the role is to drive the growth of Family Life's volunteer program by engaging stakeholders and implementing key projects and initiatives to recruit and retain volunteers. Working closely with the local Social Enterprise team, the Volunteer Engagement Coordinator supports volunteer management activities to ensure a safe, engaging, and dynamic program. Reporting to the Volunteer Engagement Lead and collaborating with the Volunteer Engagement Team, this position plays a crucial role in achieving local outcomes aligned with the organisation's broader volunteer strategy.

Key Responsibilities

The key responsibilities include but are not limited to:

- Coordinating recruitment and onboarding (advertising, interviewing, screening, training) of volunteers.
- Communicating regularly with volunteers and conducting check-ins.
- Following procedures to support volunteer engagement, recognition, retention and evaluation processes.
- Delivering individual, group and online volunteer inductions and training.
- Supporting volunteer engagement, recognition, retention and evaluation processes.
- Developing and maintaining the relationships with key stakeholders, strengthening engagement and communication with all volunteer programs stakeholders.
- Event coordination of face to face or online volunteer engagement events, including maintaining the Family Life Volunteer Training Calendar and Community Engagement Calendar.
- Maintaining collaborative and productive relationships with key internal stakeholders, particularly Social Enterprise staff, ensuring strong engagement and communication.
- Supporting volunteer supervisors with local engagement of volunteers, but also policy and procedure advice when required in the case of incidents and issues.
- Developing and maintaining productive relationships with local volunteer referral pathways (eg. local council, schools, employment agencies, retirement villages, local business), promoting volunteer recruitment and engagement.
- Coordinating quality assurance of all volunteering activities, ensuring all the standards, forms, policies and procedures relating to the volunteer programs are clearly documented and updated as required.

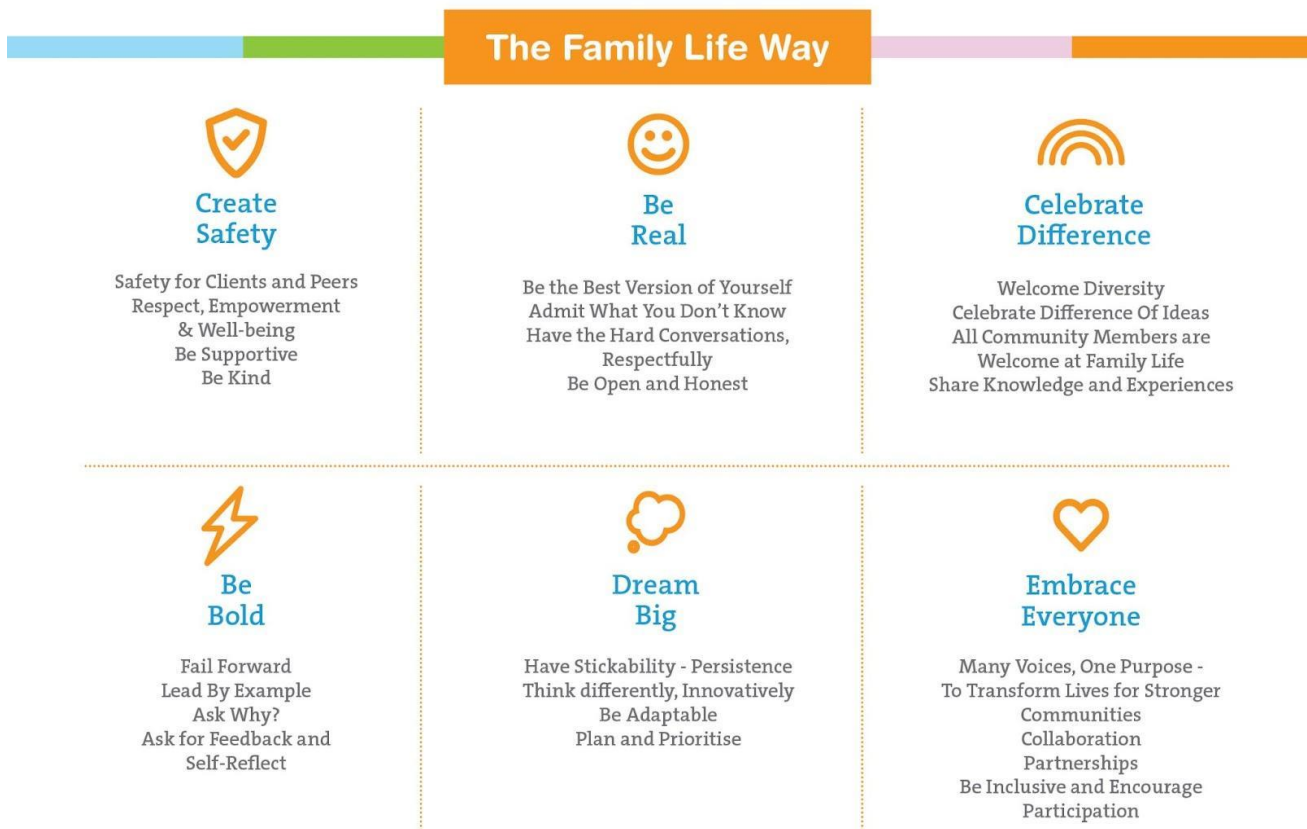
- Maintaining accurate and up to date volunteer files throughout the volunteer lifecycle, through the effective use of the Volunteer Management system (Salesforce).
- Maintaining all administrative tasks within volunteer management effectively and efficiently.
- Regular weekly attendance to sites to engage with volunteers and staff.
- Regular communication with the team to inform continuous improvement, and participation in broader team-based activities as required.
- Other duties as reasonably required in order to meet the team and organisation's objectives.

Key Selection Criteria

1. Tertiary qualifications at diploma or degree level or equivalent experience.
2. Demonstrated experience in providing high quality coordination in volunteer management.
3. Demonstrated skills in facilitating training and public speaking.
4. Demonstrated people management skills and experience working with volunteers.
5. Ability to form and maintain effective relationships with staff, volunteers, management and stakeholders.
6. A process-improvement mindset and attention to detail, including ability to prioritise conflicting needs.
7. Strong IT and analytical skills, including CRM user experience (Salesforce experience would be an advantage).
8. Exceptional organisational and highly developed communication skills (both verbal and written), with a consultative, 'can do' approach to addressing issues.
9. Demonstrated capacity to deal with high volume workloads efficiently and prioritise accordingly.
10. Ability to work autonomously as well as within a team.
11. Ability to take initiative and approach tasks in an innovative, facilitative and flexible way.
12. A reliable car, valid Victorian Drivers Licence, and flexibility to travel between Family Life sites in the City of Kingston, Frankston and Mornington Peninsula, and occasionally to other Family Life sites.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.



Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites, therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.