

# Position Description

## Volunteer Engagement Manager

<b>Position</b>	Volunteer Engagement Manager
<b>Team</b>	Volunteer Engagement Team
<b>Role Classification</b>	SCHADS Awards, Level 7
<b>Employment Type</b>	Part-time, Permanent
<b>Hours</b>	34.2 hrs per week (0.9) Full Time Equivalent (9 day Fortnight)
<b>Location</b>	Based in Moorabbin (Bunurong Land) with work across other sites (across Bayside, Kingston, Frankston and Mornington Peninsula LGA's) <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
<b>Reports To</b>	Director Strategy, Innovation & Engagement
<b>Effective Date</b>	January 2026

### 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 300 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 Manager provides leadership and support to the Volunteer Engagement team. This role will drive the development and implementation of a volunteer strategy that enhances the volunteer experience through effective recruitment, induction and engagement frameworks. The key objective of the position is to grow Family Life's volunteer program, streamline processes through effective CRM management, and drive

positive volunteer engagement with a view to improving our customer and community service focus and community profile. The Volunteer Engagement Manager role plays a key role in achieving local outcomes within the framework of the organisation's volunteer strategy.

## Key Responsibilities

The key responsibilities include but are not limited to:

- Leadership of culture and line management of the Volunteer Engagement team, including (but not limited to) managing team-based and individual performance and development planning.
- Leading the implementation and continuous improvement of a whole of organisation approach to volunteering.
- Developing and implementing initiatives that will grow community engagement and involvement in Family Life services and programs including through volunteering, mentoring and corporate volunteering opportunities.
- Driving a program of volunteer engagement initiatives including events, training, recognition initiatives, etc.
- Working with teams across the organisation to identify opportunities for volunteering and grow volunteer participation in all areas of the organisation, particularly in our identified service priority areas.
- Leading volunteer recruitment, selection and induction frameworks to improve volunteer purpose and alignment to the Family Life Way, and retention of our volunteer cohort.
- Effectively optimising the volunteer management components of Salesforce to enhance processes and improve the volunteer experience.
- Establishing positive, productive and trusting relationships with internal and external stakeholders to increase volunteer engagement.
- Proactively addressing and managing volunteer concerns and issues.
- Ensuring volunteers deliver services effectively, aligned to the Family Life Way and Code of Conduct.
- Implementing all policies, procedures and frameworks relating to volunteers to ensure Family Life meets its compliance obligations.
- Representation on the Quality, Improvement and Audit Team (QIAT).
- Providing management and leadership to the volunteer engagement team as well as guidance and support to related teams such as Social Enterprise.
- Other duties as reasonably required in order to meet the team and organisation's objectives.

## Key Selection Criteria

1. Tertiary level qualifications and/or experience in a relevant discipline.
2. Experience in volunteer recruitment, training, evaluation, support and coordination.
3. Extensive experience in community engagement and working with community groups.
4. Demonstrated people management skills and experience leading teams.
5. Previous experience and demonstrated understanding of the diversity and complexities of a volunteer environment.
6. Well-developed ability to lead, motivate and communicate with a diverse range of internal and external groups and individuals.
7. Experience in project management, development and implementation.
8. Experience in CRM management essential, with knowledge of Salesforce preferable.
9. A process-improvement mindset and attention to detail, including ability to prioritise conflicting needs.
10. Excellent written and verbal communication skills, including preparation of spreadsheets, data analysis, report writing, and presentation skills.
11. Demonstrated skills in facilitating training and public speaking.
12. Demonstrated capacity to deal with high volume workloads efficiently and prioritise accordingly.
13. Information technology skills, including proficiency in Microsoft Office Suite, Google Suite and Salesforce (or similar CRM); and experience with Asana, Campaign Monitor, Docusign and Eventbrite is desirable.
14. Demonstrated financial and budget capability.

## 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.

### The Family Life Way



#### Create Safety

Safety for Clients and Peers  
Respect, Empowerment & Well-being  
Be Supportive  
Be Kind



#### Be Real

Be the Best Version of Yourself  
Admit What You Don't Know  
Have the Hard Conversations, Respectfully  
Be Open and Honest



#### Celebrate Difference

Welcome Diversity  
Celebrate Difference Of Ideas  
All Community Members are Welcome at Family Life  
Share Knowledge and Experiences



#### Be Bold

Fail Forward  
Lead By Example  
Ask Why?  
Ask for Feedback and Self-Reflect



#### Dream Big

Have Stickability - Persistence  
Think differently, Innovatively  
Be Adaptable  
Plan and Prioritise



#### Embrace Everyone

Many Voices, One Purpose - To Transform Lives for Stronger Communities  
Collaboration  
Partnerships  
Be Inclusive and Encourage Participation

## 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.