

Position Description

Volunteer Engagement Coordinator

Position	Volunteer Engagement Coordinator
Team	Volunteer Engagement Team
Role Classification	SCHADS 5
Employment Type	Part Time/Fixed Term Contract (2 Years)
Hours	22.8hrs (0.6 FTE)
Location	Hampton East/Moorabbin (Onsite) - Bunurong Land <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites and locations.</i>
Reports To	Volunteer Engagement Manager
Effective Date	January 2026

Overview of Program

Family Life is a specialist family services organisation supporting children, families, and communities across the Bayside Peninsula region and expanding areas in Melbourne's South East. We are dedicated to driving long-term, positive social change through evidence-informed, community-led initiatives.

Our **Creating Capable Communities** program delivers community leadership and strengthening initiatives through a structured, place-based neighbourhood strengthening model. This model enables meaningful partnerships, deeper community connections, and sustainable impact for vulnerable families and local communities.

Position Objective

The **Volunteer Engagement Coordinator** is responsible for coordinating volunteer programs and activities across our place-based neighbourhood model. This role oversees the full volunteer lifecycle including recruitment, onboarding, training, supervision, engagement and retention, ensuring alignment with Family Life's volunteer management frameworks, policies and procedures.

A significant aspect of the role includes capacity building for volunteer involving organisations, local groups and community partners. By strengthening the capability, processes and confidence of community organisations to engage and support volunteers, the Coordinator contributes to a stronger, more connected and resilient local volunteer ecosystem.

Working within the Volunteer Engagement team, and closely with the Community Activation team and external stakeholders, the Coordinator leads initiatives that grow volunteer engagement, builds community capacity, and supports the delivery of safe, effective and inclusive volunteer led programs. The role is central to delivering high-quality volunteer experiences and achieving local outcomes aligned with Family Life's broader volunteer strategy.

Key Responsibilities

The key responsibilities include but are not limited to:

Volunteer Coordination & Support

- Coordinate volunteer recruitment and onboarding, including advertising, interviewing, screening and training.
- Deliver individual, group and online volunteer inductions and training sessions.
- Maintain regular communication with volunteers, conducting check-ins and supporting wellbeing.
- Implement and maintain processes for volunteer engagement, performance, recognition, evaluation and retention.
- Provide guidance to volunteers regarding policies, procedures and incident responses where required.
- Support volunteers' participation in local activities and programs, ensuring safe, inclusive and meaningful engagement.

Community Capacity Building

- Build the capability of local volunteer involving organisations, community groups and partners to strengthen their volunteer practices.
- Provide coaching, resources and guidance on best practice volunteer management, policies, onboarding processes and program design.
- Support organisations to implement inclusive, culturally safe and trauma informed volunteer engagement approaches.
- Develop and share tools, templates and training materials that enhance the broader community's volunteer capacity.
- Facilitate opportunities for networking, shared learning and collaboration across local community organisations.
- Promote strong volunteer culture and volunteer-friendly environments across the community.

Stakeholder & Community Engagement

- Establish and maintain productive relationships with volunteer referral pathways (e.g. councils, schools, local businesses, employment agencies, community groups).
- Strengthen engagement with key partners to promote volunteer opportunities and broaden community involvement.
- Collaborate closely with internal teams, particularly Community Activation, to ensure shared objectives and coordinated volunteer engagement strategies.
- Act as a point of contact for volunteer-related enquiries from staff, volunteers and external organisations.

Program Delivery & Event Coordination

- Coordinate volunteer engagement events (face-to-face and online), including recognition activities, training sessions and community events.
- Maintain the Volunteer Training Calendar and Community Engagement Calendar.
- Support delivery of volunteer-led community programs and place-based initiatives.
- Participate in continuous improvement activities, contributing insights and feedback to enhance program quality and outcomes.

Quality Assurance & Compliance

- Ensure compliance with volunteer standards, policies, procedures and quality requirements.
- Maintain up-to-date volunteer documentation, forms and systems, ensuring accuracy and consistency.
- Manage volunteer data throughout the volunteer lifecycle using the Volunteer Management System (Salesforce).

- Complete administrative tasks related to volunteer management efficiently and effectively.
- Ensure all volunteer engagement practices are inclusive, culturally safe, accessible and aligned with best practice.

General

- Participate in team and organisational meetings, activities and training as required.
- Undertake other duties as reasonably directed to support organisational and team outcomes.

Key Selection Criteria

1. Tertiary qualifications at diploma or degree level, or equivalent relevant experience.
2. Demonstrated experience coordinating or managing volunteer programs.
3. Experience in delivering training, facilitation or public speaking.
4. Experience working with volunteers and supporting people focused engagement activities.
5. Strong ability to build and maintain effective relationships with staff, volunteers, organisations and community stakeholders.
6. Strong attention to detail with a process improvement mindset and ability to prioritise competing demands.
7. Competency in IT systems and data analysis; experience with CRMs preferred (Salesforce desirable).
8. Highly developed communication skills (verbal and written), with a proactive, collaborative and solutions focused approach.
9. Demonstrated ability to manage high volume workloads and prioritise effectively.
10. Ability to work both autonomously and collaboratively within a multi-disciplinary team.
11. Initiative, adaptability and innovative problem-solving capabilities.
12. Valid Victorian Driver's Licence, reliable vehicle and willingness to travel between Family Life and partner sites in the City of Bayside, City of Kingston, Port Phillip and occasionally Frankston.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



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

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

Be Real



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

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 Victorian 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.