

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Volunteer Coordinator</b>
<b>CLASSIFICATION LEVEL</b>	<b>Level 4</b>
<b>PROGRAM</b>	<b>People &amp; Culture Team</b>
<b>LOCATION</b>	<b>Sefton Park / Blair Athol</b>

### OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

Lutheran Care relies on the invaluable support of over 250 dedicated and hard-working volunteers. From assisting in Op Shops to contributing to various programs such as the Community Visitors Scheme and Emergency Relief, our volunteers play a crucial role in making a positive difference in the lives of those we serve.

### ROLE SUMMARY

The Volunteer Coordinator is responsible for developing and maintaining an effective and engaged volunteer program at Lutheran Care (LC). This entails coordinating and supporting program volunteer coordinators & volunteers, establishing and implementing volunteer resources, policies, and procedures. The role focuses on elevating the prominence of volunteering, attracting and recruiting suitable individuals, providing training, and ensuring a positive volunteering experience. The Volunteer Coordinator also directs and enhances the Lutheran Care Volunteers Program to align with organisational values and strategy, fostering a meaningful client experience through volunteer contributions.

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Volunteer Coordinator reports to the Executive Manager People & Culture and works closely with the Head of Elcies Retail Operations.

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## SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region as required
- Evidence of COVID-19 vaccination (1<sup>st</sup> & 2<sup>nd</sup> dose)

## CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"><li>▪ Model ethical behaviour and practice consistent with the Code of Conduct and stated values.</li><li>▪ Adhere to and support LC's policies and procedures.</li><li>▪ Comply with Professional Codes of Conduct</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li><li>▪ Support LC's senior management team's decisions and ensure that instructions are carried out.</li><li>▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li><li>▪ Attend and actively participate in regular team meetings and forums as required.</li><li>▪ Report to the supervisor as required.</li></ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"><li>▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li><li>▪ Promote and adhere to LC's Work Health and Safety guidelines.</li></ul>

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<b>Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Monitor financial reports, expenditure and budget to meet budgetary requirements.</li> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Manage resources and risks efficiently and effectively.</li> <li>▪ Work within established or negotiated financial and time constraints.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of high quality services.</li> <li>▪ Understand and support continuous quality improvement in LC.</li> </ul>

## CORE BEHAVIOURS/RESPONSIBILITIES

<b>ROLE</b>	<b>RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:</b>
<b>Volunteer Administration</b>	<ul style="list-style-type: none"> <li>▪ Develop, review and monitor for compliance, appropriate recruitment, selection, registration and induction procedures and forms based on the LC Volunteer Policy and The National Standards for Volunteer Involvement, Volunteering Australia</li> <li>▪ Perform the administrator role for Volunteer information systems e.g. Better Impact, DHS Online Portal, Viktor, etc.</li> <li>▪ Working in collaboration with the Marketing and Communications team, actively promote LC volunteering opportunities</li> <li>▪ Respond to enquiries by people seeking to volunteer in a timely manner</li> <li>▪ Provide education to volunteers and site staff regarding the role of a volunteer, ensuring volunteers add value to the work of, rather than replace, paid employees</li> <li>▪ Coordinate and/or deliver Volunteer Orientation sessions</li> <li>▪ Ensure that registered LC volunteers receive appropriate training and support program specific areas.</li> <li>▪ Coordinate and host the annual recognition event in Adelaide to celebrate National Volunteer Week.</li> <li>▪ Liaise with regional sites regarding their National Volunteer Week recognition event and provide support where appropriate.</li> <li>▪ Provide leadership and coaching to program Volunteer Coordinators, ensuring the delivery of agreed goals</li> <li>▪ Proactively support the Executive Manager People &amp; Culture and undertake other duties as directed</li> <li>▪ Ensure appropriate certificates or awards are available to recognise volunteers.</li> </ul>

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<b>Provide volunteer coordination to Retail Operations</b>	<ul style="list-style-type: none"> <li>▪ Working with Store Managers recruit volunteers for Elcies Retails Stores and Distribution Centre, including responding to enquiries, tracking applications and records management.</li> <li>▪ Provide Store Managers with regular compliance reporting</li> <li>▪ Work with Head of Elcies Retails Operations to coordinate the end of year recognition event</li> <li>▪ Support Store Managers to manage human resource issues, conflict and complaints involving volunteers</li> </ul>
<b>Liaison with program Volunteer Coordinators</b>	<ul style="list-style-type: none"> <li>▪ Work with program Volunteer Coordinators in assisting them to achieve their goals.</li> <li>▪ Provide information, support and advice on standards of practice to program Volunteer Coordinators.</li> <li>▪ Ensure program Volunteer Coordinators are informed of funding opportunities.</li> <li>▪ Work with program Volunteer Coordinators to ensure a consistent approach and response is taken with all volunteers.</li> <li>▪ Assist the coordinators to manage human resource issues, conflict and complaints involving volunteers and refer to People &amp; Culture Team/Management where appropriate.</li> <li>▪ Liaise with program Volunteer Coordinators to ensure that appropriate volunteer data is recorded on a Volunteer Database.</li> </ul>
<b>Build the profile of volunteering at LC</b>	<ul style="list-style-type: none"> <li>▪ Increase the profile of volunteering at Lutheran Care</li> <li>▪ Coordinate and develop engaging promotional content to attract new volunteers and engage existing volunteers</li> <li>▪ Ensure that LC maintains membership with Volunteering SA/NT and Volunteer Resource Centres where appropriate.</li> <li>▪ Ensure volunteering related content on the Lutheran Care website is kept up to date.</li> </ul>
<b>Provide volunteer governance and resources</b>	<ul style="list-style-type: none"> <li>▪ Coordinate and deliver training opportunities for volunteers to ensure they have the skills to provide quality support to LC. This includes orienting volunteers to the LC Volunteer Program, Vision and Values, volunteer responsibilities, safety and risk management and relevant quality standards.</li> <li>▪ Ensure that LC's Volunteer resources remain current, including all volunteer related policies and procedures.</li> <li>▪ Remain alert for WHS risks regarding volunteer programs and liaise with the Work Health Safety Advisor.</li> <li>▪ Travel to, and have regular contact with the various LC volunteer sites to build &amp; maintain relationships with program Volunteer Coordinators and volunteers, in order to provide appropriate support &amp; advice</li> <li>▪ Assist with funding submissions for organisational volunteering resources.</li> <li>▪ Compile reports to track volunteering activity and data at LC.</li> </ul>

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## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Qualifications in social services or a related field and/or equivalent experience in Volunteer Management (2+ years).
- Ability to recruit, select, train, supervise and support volunteers within a community setting.
- Highly developed interpersonal and communication skills including an ability to work well with culturally and linguistically diverse people.
- Highly developed negotiation/conflict resolution and effective listening skills.
- Ability to work with a wide range of community representatives and groups
- Good planning, organisational skills and an ability to prioritise a diverse workload.
- Proficient in Microsoft Office Suite, including email, excel and word, and the ability to use various databases.
- Demonstrated knowledge and understanding of current community sector issues.
- Program and project development and management skills.
- Understanding of community development principles.
- A sound understanding of WHS issues as they relate to volunteers.
- Experience in working in a multi-disciplinary team environment

### ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Diploma in Volunteer Management
- Experience of working within the context of a not-for-profit community organisation and/or retail operations
- An understanding of “The National Standards for Volunteer Involvement”
- Demonstrated understanding of the Australian volunteering sector

### ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_

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