Islamic Relief Australia
Job Description

POSITION:	**Volunteer Engagement Coordinator**
LOCATION:	**Sydney, with occasional inter-state travel**
REPORTING TO:	**Director Fundraising and Community Relations and Director Programs and Institutional Relations**
EMPLOYMENT STATUS:	**Full-Time**
DIRECT REPORTS:	**Volunteers and interns**

ABOUT ISLAMIC RELIEF:

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of race, political affiliation, gender or belief. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a well-known and respected aid agency providing disaster relief and supporting the sustainable development of vulnerable communities in over 40 countries. Islamic Relief specialises in Education & Training, Health and Nutrition, Water & Sanitation, Income Generation, Orphans' Support, Emergency Relief and Disaster Preparedness.

Islamic Relief Australia (IRAUS) is a member of the global Islamic Relief family. Members share a common vision, mission, and family identity, and all of which use the term "Islamic Relief" as part of their organisational name. Islamic Relief Australia has an annual turnover of approximately $10 million and employs 19 staff and over 150 volunteers throughout Australia to support local and international emergency, welfare and development projects, as well as fundraising and advocacy work.

Islamic Relief Australia relies on the good will, service and commitment of volunteers and interns for a significant part of its work and is seeking to provide volunteers with a professional experience where they receive appropriate training and support, are engaged in diverse and meaningful work, and where they benefit directly through skills and knowledge gained.

Islamic Relief Australia is an active member of the Australian Council for International Development (ACFID) and adheres to the ACFID Code of Conduct which defines minimum standards of governance, management and accountability of development for non-government organisations (NGOs).

PURPOSE OF THE POSITION:

To coordinate, support and manage the IRAUS volunteer engagement plan and to contribute to organisational growth and quality impacts in line with the intended outcomes of the 2018-2022 IRAUS Strategic Plan.

The position will develop the foundations for "good practice" standardised volunteer management in IRAUS including leading or supporting the development of relevant policies and procedures, strategies, systems, guidance and toolkits. The position will coordinate professional volunteer engagement services including skilled and unskilled volunteer recruitment and induction / on-boarding, capacity building and performance management, reward and retention, exit / off-boarding, certification and evaluation. Beyond human resource management functions, the position will support volunteer engagement in organisational fundraising and community engagement campaigns, and engagement in IRAUS programming and project implementation including through the identification and design of interesting and rewarding volunteer assignments. Islamic Relief Australia has a very active student work placement program and the incumbent will be expected to manage this program.

Islamic Relief Australia has satellite offices in Melbourne and Brisbane and the Volunteer Engagement Coordinator will be expected to provide support to those offices. The satellite offices both require volunteer engagement plans.

The Volunteer Engagement Coordinator is a hands-on role with some event and project management responsibilities. The line management and supervision of the position is shared by the Fundraising and Community Relations unit and the Local Programs unit (for local project related functions), in what is effectively a matrix management environment.

All IRAUS positions are required to work in respect of Islamic Relief's vision, mission and values, and demonstrate our principles of humanity, honesty, respect and fair treatment towards all internal and external stakeholders. This position also requires the ability to effectively engage members of the Culturally and Linguistically Diverse (CALD) community in Australia.

KEY RESPONSIBILITIES AND DUTIES

1. **Coordination and communication**
   - Coordinate across all departments to develop the foundations for good practice volunteer management in IRAUS including leading or supporting the development of relevant policies and procedures, strategies, guidance and toolkits.
   - Actively engage stakeholders in person, through social media and other channels to promote and inspire volunteering with IRAUS and to build a responsive volunteer base
   - Champion the development of an IRAUS volunteer webpage and/or social media sites and identify and empower volunteer influencers
   - Moderate volunteer communications on the IRAUS website and social media channels
   - Contribute to organisational planning and strategic direction setting for IRAUS

2. **Human resource management**
   - Oversee and drive the implementation of the IRAUS Volunteer Engagement Strategy (plan) including designing the architecture to deliver a comprehensive volunteer program
   - Lead the development of the standardised volunteer management system and guide organisational approaches and practices around the "volunteering cycle"
   - Lead the delivery of professional volunteer engagement services for all types of volunteers throughout recruitment and induction / on-boarding, performance management, reward and retention, exit / off-boarding, certification and evaluation.
   - Capture and calculate the value of the contributions that volunteers make to the organisation

3. **Program and project support**
   - Identification and design of interesting and rewarding volunteer assignments in support of local projects that deliver support and services to vulnerable communities in Australia
   - Support and motivate volunteers and staff supervisors directly involved in local projects
   - Support to IRAUS International Programs and IRW through the deployment of skilled Australian volunteers to IRW humanitarian and development projects worldwide (anticipated future role)

4. **Fundraising and event support**
   - Support the FCR team to plan and implement fundraising and community engagement events – including through the identification and design of interesting and rewarding volunteer assignments
   - Plan and manage short term intensive volunteer support to major IRAUS fundraising and community engagement campaigns throughout the year – such as the annual Ramadan and Qurban campaigns

5. **Capacity building**
   - Identification and design of capacity building activities for volunteers in areas consistent with IRAUS values and mission – including youth engagement, promoting social cohesion and social justice, conflict resolution, advocacy and communication skills, etc.
   - Identify opportunities and seek grant funding from institutional donors for volunteer capacity development activities

6. **Quality and accountability**
   - Ensure that IRAUS volunteer engagement practices comply with statutory requirements for Anti-Money Laundering and Counter Terrorism, safeguarding Child Protection, Prevention of Sexual Abuse, Exploitation, Misconduct and Harassment, Workplace Health and Safety, and that meet minimum financial management and audit requirements
   - Ensure compliance with key IRAUS quality and accountability frameworks and approaches, global standards and cross-cutting issues – including the ACFID Code, IRAUS child protection policy, gender justice, equity and diversity, rights based approaches, sustainable development goals, etc.
   - Work towards organisational compliance with ACFID good practice guidance (Practice Note) for "Responsible volunteering for international development"
   - Ensure timely and compliant handling of and reporting on volunteer complaints
   - Foster and maintain a "learning, sharing and accountability culture"

KEY RELATIONSHIPS AND AUTHORITY

- Support to the IRAUS Executive team on matters related to volunteer engagement relevant to organisational strategy, policy, procedures and guidance
- Close liaison with the Fundraising and Community Relations team on engaging volunteers in fundraising and community engagement events and campaigns
- Close liaison with the Programs Team on engaging volunteers directly in local and international programs and projects
- Close liaison with the Corporate Services team on human resource management and organisational compliance related matters
- Close liaison with local partners (Not-for-Profit and Community Based Organisations) and the CALD community

SKILLS, EXPERIENCE AND QUALIFICATIONS

1. **Knowledge, Skills and Qualifications**
   - Tertiary qualification in a relevant community development field (desirable)
   - Knowledge of human resource management standards and practices applicable to the Australian not-for-profit sector
   - Strong facilitation and networking skills to build and manage diverse internal and external relationships
   - Ability to work in a fast paced environment with time pressures and managing multiple tasks
   - Excellent written and verbal communication skills in English. Additional relevant language skills will be highly regarded
   - Cross cultural communication skills

- Knowledge and respect of Islamic values
- Engaging interpersonal skills and an ability to provide technical assistance and coaching support to a broad range of people from a variety of backgrounds and experiences
- Excellent analysis and reporting abilities; ability to independently assess needs and develop creative solutions
- Competent planning and organisational skills with demonstrated ability to exercise sound judgement and initiative where procedures are not clearly defined
- Knowledge of WH&S guidelines
- Knowledge of humanitarian and development management approaches, tools, policies and accountability frameworks (desirable)

2. Experience

- Proven track record in managing volunteers
- Experience in working with the Australian CALD community
- Experience in various software applications including Office 365, Word, Excel and PowerPoint and HR software (desirable)
- Experience in applying for, and successfully managing, grant funding from public and private institutions (desirable)

3. Personal qualities

- You are a self-motivated individual who has a passion to work with volunteers and interns to support positive change
- Highly ethical and respectful attitude towards the organisation's values and culture, its staff and volunteers and all stakeholders
- Ability to cultivate and maintain effective teamwork and collaborative relationships
- High level of accountability and transparency
- Results-focused with an ability to plan and deliver towards objectives
- Comfortable with experimentation and in taking calculated risks in order to innovate
- Demonstrated ability to work well as part of a team as well as independently / autonomously when required
- Flexibility, including willingness to work outside office hours as the role requires
- Ability to travel domestically as required

Signed by: _____ (Director FCR) Date: 26/8/2019

Signed by: _____ (Director Programs and Institutional Relations) Date: 26.08.2019